



Hertfordshire Care Providers Association

JOB DESCRIPTION / SPECIFICATION

Post:	Project Administrator – Education
Reporting To:	Business Support Team Manager
Organisation/Employer:	Hertfordshire Care Providers Association
Main Purposes of the Job:	To deliver high quality assistance and support to projects and training programmes, to support the Education Team and the wider business by being part of the Business Support Team
Pay:	£19,000
Contract Terms:	Fixed term for 12-months (37.5 hours per week working 9.00am until 5.00pm Monday to Friday)

This is an exciting position for someone to extend their **administrative** and **customer service** skills

It is essential that this candidate:

Has **passion** and **enthusiasm** to raise the standard of quality of care

Has great **attention to detail**

Is **customer service** orientated

Has administrative experience

What does this job involve?

You will be supporting the Education Department to plan, organise and ensure a smooth administrative process, and learner journey, within projects' requirements. This will involve:

- Organise, plan and schedule a variety of education programmes
- Support classroom and online delivery of education programme
- Support the learners by identifying additional learning needs and providing the best solutions
- Carry on checks of learner eligibility to support project requirements
- Collect paperwork and documentation and securely stores and store accurately through relevant IT systems
- Take responsibility for the reminder and confirmation process for learners
- Support by hosting training session alongside any training providers, online and face to face
- Create and monitor booking forms and surveys on our website
- Book training venues and manage seats
- Process and manage cancellations
- Prepare course material or project resources needed in advance
- Develop new resources to enable reasonable adjustments as required
- Support the trainers in setting up training rooms or remote sessions as required
- Follow up on courses by collecting any other information and award learners with certificates
- Collect, process and report on stats, evaluation data, equal opportunities information and completion rates to support the successful delivery of a project

Specific Responsibilities:

Note: there will be additional specific training duties added to this JD depending on needs of the business, these will include the following:

- To constantly update the CRM Database
- Any general tasks as requested which contribute to the smooth running of HCPA
- To develop and work with processes that support members services
- To ensure that the HCPA training rooms are set up and the centre is always kept clean and presentable
- To provide cover for the HCPA Reception desk and any tasks that fall under the Office Administrator, in their absence or when required
- Work with the finance department to produce invoices

Person Specification:

- Own transport with insurance for business use is essential for this role as travel around Hertfordshire may be required
- Previous administrative experience
- Have strong attention to detail
- Excellent communication skills both written, IT and verbal
- Proven experience in following quality assurance systems and processes
- Be proficient in the use of Microsoft Excel and Word
- Be happy to work independently and as part of a team

- Experience in working within an educational setting is desirable
- Adaptable - training may be within the HCPA training centre and may also be courses which need to be delivered at a client's site or alternative venues. These may not always be ideal venues for teaching and may require adaptability

*Please note that this role is associated with delivering of training projects directly to care staff, and therefore we may be required to ensure that the individuals recruited for these roles have completed the two vaccines against COVID-19 if successful, unless legally exempt. Please note that we may ask of evidence for this at the interview or when employment commences.