

JOB DESCRIPTION / SPECIFICATION

Post:	Training Assistant – Care to Step Up
Reporting To:	Education Compliance Team Manager
Organisation/Employer:	Hertfordshire Care Providers Association
Main Purposes of the Job:	To deliver high quality assistance to training programmes and support to the Education Team and the wider business
Pay:	£19,000
Contract Terms:	Full time (37.5 hours per week working 8.30am until 5.00pm Monday to Friday) 12-month contract with the opportunity to be extended, depending on funding or structural changes

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
- Is qualified at minimum **Full Level 2** (5 GCSE or O Levels grades A*-C)
- Has great communication skills

What does this job involve?

- Supporting classroom delivery in the Care2Step Up Programme
- Ensuring the correct paperwork is provided to the learners
- Supporting the learners
- Checking learner eligibility under funder's requirements
- Collect paperwork and documentation and securely store it and process it accurately through the relevant IT systems
- Remind learners of upcoming training sessions and requirements
- Communicating additional support needs to the trainer
- Hosting training sessions alongside any internal or external training providers, online and face to face
- Create and monitor booking forms and surveys
- Book training venue and manage training bookings

- Process and manage cancellations
- Prepare course material needed in advance
- Develop resources to enable reasonable adjustments
- Supporting the tutors and practice educators in setting up classrooms
- Developing support materials for the training team
- Assisting the tutor in any other classroom activities
- To schedule training courses and liaise with training providers to ensure high quality provision
- 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

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 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

Person Specification:

- Own transport with insurance for business use is essential for this role as travel around Hertfordshire may be required
- 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