

CAREERS AT CERTSURE

Job Title:	Training Administrator
Location:	Office based, Chesterfield
Salary:	Competitive, plus excellent benefits
Hours:	Full time (Monday to Friday 8am - 4pm or 8am - 5pm)
Contract:	Permanent
Closing Date:	28/04/2024

About you

- ❖ Have you got previous administration experience, preferably in a customer service/training environment?
- ❖ Are you passionate about delivering excellent customer service and going the extra mile to exceed customers' expectations?
- ❖ Do you excel in organisational abilities, capable of working under pressure, managing conflicting deadlines, and planning your workload effectively?
- ❖ Can you work autonomously while also functioning effectively as a team player, helping when needed?
- ❖ Have you got a working knowledge and understanding of SAP?
- ❖ Can you demonstrate excellent IT skills, including proficiency in using Microsoft Office applications such as databases and spreadsheets?

About the role

As a Training Administrator you'll assist the smooth and efficient running of the Training Department by providing high calibre customer service, registration, and scheduling of exams, arranging venues, maintain training and assessment paperwork, weekly stats and MIS reports, invigilating exams and supporting the Team Leader. You will be working in a very demanding environment and will need to be able to organise their workload to be able to respond to changing priorities.

What you'll be doing

- ❖ Provide day to day support for operations, technical, consultancy, sales, and tutors.
- ❖ Co-ordinate all aspects of examinations including registration, scheduling, and invigilation.

CAREERS AT CERTSURE

- ❖ Ensure all employees are kept well informed about all aspects of examination procedures.
- ❖ Ensure that rooms, furniture, and equipment required for all examinations are organised and in place.
- ❖ Work within a quality assurance framework, keep records, and develop systems to monitor the quality of the programme.
- ❖ Manage online registrations for training delegates via Learning Management System.
- ❖ Maintain all the necessary training and assessment paperwork for internal and external audit purposes.
- ❖ Maintain the highest level of confidentiality in handling delegate's information.
- ❖ Perform periodic "Customer Service Checks".
- ❖ "Meet and greet" training delegates on a regular basis to obtain feedback on courses.
- ❖ Arrange venues and facilities for events, obtaining costs and approval.
- ❖ Add delegate and course information to SAP in line with office processes.
- ❖ Attend road shows and exhibitions across the country as required.
- ❖ Generate bookings, track, and chase payments.
- ❖ Invigilating exams as required across various locations.
- ❖ Provide excellent customer service and communicate effectively with all delegates.
- ❖ Adhere to Company Policies and Procedures.
- ❖ Undertake any other duties as appropriate within their competence as required from time to time.

About the company

Certsure offers industry-leading certification services, Building Regulations schemes, products and support to the construction industry.

We are dedicated to providing professional services and certification to a wide range of customers across the building services sector. Our products and services are delivered through the marketing-leading brand NICEIC.

Quality is the foundation of everything we do and as a result, many of our products are Government-recognised and United Kingdom Accreditation Service (UKAS) approved. From the technically excellent assessors to service advisors who really "get" our customers – we are always on the lookout for talented people to join our team.

We aspire to have a diverse and inclusive workplace, and as an equal opportunities employer, Certsure is committed to the equal treatment of all current and prospective employees and does

CAREERS AT CERTSURE

not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

If you'd like to find out more about the benefits we provide for our direct employees, just click on this link <https://niceic.com/about-us/careers/>

Find out more about us

Websites: www.certsure.com or www.niceic.com

Twitter: @officialNICEIC

LinkedIn: <https://www.linkedin.com/company/niceic>

Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

How to apply

If you think this is the job for you, then we'd be delighted to hear from you!

Please send your CV and a covering letter to vacancies@certsure.com.

We're unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don't hear from us, unfortunately this means you've been unsuccessful on this occasion.