THE ROLE

Operational Training Administration Advisor

Department: **Learning & Development**
Role Code: **LD12**
Grade/Role: **5**
Responsible to: **Operational Training Support Lead**
Responsible for: **No line management responsibility**
Date Revised: **January 2023**

Job Purpose:

To protect and save life, property and the environment by supporting the delivery of training courses and operational availability through efficient scheduling of facilities and resources and undertaking all administration relating to the booking, attendance and completion of courses. Providing excellent customer service and acting as a first point of contact for queries. Undertake a variety of administration process, including financial administration, for the department.

Main Duties and Responsibilities:

1. Provide advice, guidance and support to all client groups in respect of training provision, eligibility, availability, booking procedures and resource allocation for courses, both internal and external. Co-ordinate, organise and administer candidates for courses and other events.

2. Maintain the training planner or other systems, liaising with other users and Operational Training Officers to ensure efficient scheduling of training facilities and resources, including venue, trainer, catering, ICT etc.

3. Liaise with Operations to schedule training in such a way as to maintain operational availability and prioritise courses against need. Use knowledge of course type and course delivery against duty systems to minimise time off the run for training, liaising with Control as required.

4. Ensure that all course bookings and arrangements are confirmed in accordance with department policy and procedure. This may require active management and monitoring of nominations and joining instructions and liaison with commands to promote attendance of students at each course.

5. Monitor numbers attending events and notify Managers when attendance figures are likely to be low; proactively plan to ensure that courses are filled in line with department policy and practice.

6. Maintain data systems and provide accurate and timely information and management reports within the limitations of the system, including financial and budget information. Undertake all administrative duties required for the efficient scheduling, running and costing of courses and to ensure the Service has accurately maintained training records and documentation.

7. Provide administrative support for events delivered by the Operational Training Department and external providers, including producing and distributing course material, filing documentation and updating confidential data records, in order to ensure that courses are delivered smoothly and efficiently. Publish reading material and update course information on the Intranet.

8. Assist in sourcing and negotiating with regards to costing for training providers and venues and identify and order appropriate course materials. Make arrangements for rooms and equipment in advance of the training session.

9. Organise OTD meetings, identifying the venue, producing agendas, arranging catering and ensuring all meeting documents are sourced, copied and disseminated in a timely fashion. Support and represent the Department at Service project meetings.

10. Identify and recommend system or process modification requirements to Managers to continuously improve service delivery. When system or process failures are identified deal with individuals, managers, systems to resolve issues or complaints and put in place solutions to stop the same issue recurring.

11. Create purchase orders on the finance system to ensure courses and catering can be booked in a timely manner.

12. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.

13. Any other duties commensurate with the responsibilities and grading of the post.