

# EIL UK

## Job Description

Post:	Training Coordinator
Responsible to:	Programme Manager
Working hours:	22 per week spread over 3 - 4 days (flexible)
Status:	Fixed Term Contract post for the duration of the EVS Training Contract (which may be terminated at 4 weeks' notice). Current contract ends on 31/12/2019
Salary:	£18,000 pro rata
Annual Leave:	25 days per annum pro rata + bank holidays pro rata
Location:	Malvern and occasionally other locations as required

EIL UK runs cultural awareness training courses for international volunteers across the UK. These include on-arrival and mid-term training as well as pre-departure preparation sessions. We are looking for a proactive and adaptable administrator who is experienced and highly organised to undertake administrative duties to support our training and development programmes.

### Key responsibilities

- Organise programme of training courses, accommodation and venues for participants within agreed budgets
- Book trainers and provide them with administrative support
- Publicise the training courses to volunteer host organisations, liaise with hosts to build up good relationships and sign up their volunteers, answer enquiries and process bookings
- Organise the resources and course materials for trainers
- Produce and distribute delegate information
- Ensure all records and reports are completed on time
- Liaise with the Finance Officer to ensure the courses run smoothly within budget
- Assist trainers in the smooth running of training courses
- Advise and assist EIL UK staff on the smooth administration of their events

### Other duties

Occasionally the role will require work outside normal hours and travel to other sites for meetings or to provide trainers with administrative support on courses. Ideally, the post holder will hold a current driving licence and be willing to travel on public transport.

This job description is not exhaustive and is open to review at any time.

### Key competencies

1. Excellent written and verbal communication skills
2. Professional manner, accurate and attentive to detail
3. A background in office administration in a customer facing environment. An understanding of office systems and procedures, including good management of resources and documents
4. Negotiating skills with venues and/or suppliers and experience of problem solving
5. Good organisational and numeracy skills
6. Ability to work well as a team and on own initiative.
7. Efficiently manage your own time and workload
8. Flexible and positive person with a helpful attitude. Friendly and able to deal with people at all levels and for whom English is not their first language
9. Able to occasionally work evenings and weekends
10. Sound IT skills, proficient in Microsoft Office (Outlook, Word, Excel and PowerPoint)
11. Commitment to the aims and values of the organisation

**Other requirements**

- A full enhanced DBS check will be required which will be paid for by EIL UK.

**Person Specification**

- A warm, friendly and helpful telephone manner
- Ability to deal with several tasks at once in a busy office and meet deadlines
- Ability to communicate effectively with a wide range of people
- A sense of humour.