

Open Programme Training Administrator (Part-Time)

We'd love you to join us in transforming the performance of value-driven organisations

Thank you for getting as far as this. If you've downloaded the role profile we guess you must be serious about applying for the job we've advertised. We'd love you to join us in our mission to transform the performance of value-driven organisations worldwide.

The attached role profile gives you a formal sense of what we're looking for in one specific part of our expanding, socially committed business. For more information about =mc's mission, vision and values visit www.managementcentre.co.uk/csr.



About =mc & our customers

We're clear the very best thing about =mc is the kind of people you get to work with. We offer the chance to work with some of the UK's most exciting and challenging organisations. This includes high profile charities like the British Red Cross, The Fairtrade Foundation, and Alzheimer's Society. We're also proud to help improve the work of many public bodies from Canterbury City Council to the GLA and the London Olympics. Internationally, we work with many leading INGOs from UNICEF to Concern Worldwide, and UNHCR to Amnesty International. Finally, we also work with cultural organisations such as Imperial War Museum, Tate and National Trust for Scotland.

=mc is currently a team of 20 people in the UK, making us the largest consultancy for not-for-profits in Europe. And we plan to grow, despite the recession, in response to continuing customer demand.

Part of our growth is international. We have partner companies in the USA, Brazil, Mexico, Asia, Australasia and the Middle East. Visit www.managementcentre.com for more information.

Our current structure and how you'd fit in



To enjoy working here you'll have to be comfortable in a fast moving, innovative organisation where individual responsibility for results is high. We work in four teams: Learning & Development, Management Consultancy, Fundraising Consultancy, and Marketing & Programmes (MPT) – where the OP Training Administrator role sits. The MPT, headed by the Practice Manager, is essential to the smooth running of the organisation and the quality of external customer service.

JOB DESCRIPTION

Job Title:	Open Programme Training Administrator This is a part-time role. The role will be fixed-term for 6 months, with a review for permanent appointment
Hours:	20 hours per week. Minimum 4 days per week. Working days negotiable
Salary:	£17K per year pro rata. To be reviewed annually if a permanent appointment is made.
Probationary Period:	Three months from appointment
Period of notice:	One month either side
Responsible to:	Practice Manager
Holidays:	Up to 15 days including bank holidays for fixed-term period (some to be taken during Christmas Period). Exact entitlement is dependent on agreement on number of working days per week.
Overall Purpose:	To ensure that internal and external customers receive excellent service

RESPONSIBILITIES

Major:

- to fulfil open programme administration efficiently
- to liaise with trainers to ensure internal and external customers receive consistent and excellent service
- to monitor, evaluate and follow-up feedback from customers to generate sales and maintain contact lists

Specifically:

Programmes

- to handle open programme enquiries in a helpful and friendly manner
- to process bookings and generate open programme letters and invoices on the database
- to book all catering and additional AV for each open programme
- to help fulfill catering and logistics for training delivered onsite
- to liaise with venues pre-programme to ensure all dietary and access needs of delegates are confirmed
- to chase provisional bookings and ensure that all booking invoices are paid prior to the programme running
- to attend each open programme on day one to meet and greet the participants
- to collect and collate feedback forms from both open and in-house programmes

Support Team

- to answer incoming telephone calls, handle programme enquiries, take accurate messages as necessary and immediately write them in the message book
- to work with and provide cover for team members when appropriate

Database

- to collect and process database amendments from =mc staff, mail returns etc.

KEY RESULT AREAS

The extent to which...

- *internal customers are satisfied* with their service
- *external customers are satisfied* with their service

This role profile is reviewed annually, and with the Key Result Areas and associated performance objectives will form part of any bonus calculation. It's not intended to be an exhaustive list of duties, but a guide to broad work areas.

PERSON SPECIFICATION

Office Manager

	Essential	Desirable
Previous Experience & Knowledge	<ul style="list-style-type: none">● using MS Word and Excel	<ul style="list-style-type: none">● office experience● using Macintosh computers● maintaining a client database
Skills	<ul style="list-style-type: none">● strong attention to detail● ability to meet deadlines● ability to prioritise workload● a methodical and systematic approach to work● ability to deal with customers and =mc employees in an effective, efficient and friendly manner	<ul style="list-style-type: none">● ability to mediate between conflicting deadlines
Attitudes	<ul style="list-style-type: none">● commitment to excellent customer care● commitment to work as a member of a team● flexible and positive approach to work● willingness to be trained in other skills and new technology● commitment to personal development● keen to take appropriate responsibility	

How to apply and our recruitment process

We are currently recruiting for a number of jobs so please make it clear which job(s) you are applying for. Please also read the job descriptions and background information. You will find it helpful to refer to the general information on applications at:

<http://www.managementcentre.co.uk/careers>

Note, we only consider applications which demonstrate you're committed to working with us specifically – and that you 'get' the customer focus emphasis! Please don't send in a generalised CV.

To apply you need to send two things:

- a C.V. highlighting your relevant transferable experience from your current setting
- a covering letter explaining why you want to join the =mc team and how you would add value to our work

Please email your C.V. and covering letter to careers@managementcentre.co.uk putting the job title in the subject line.

We prefer to receive applications by email.

If you are unable to email your application, please post it to:

The Management Centre
117 Gauden Road
London
SW4 6LE

Or fax it to: +44 (0) 20 7978 2125

Please include an email address and daytime phone/mobile number.

Process

We'll reply by email or phone to your application if successful to invite you to an interview. Sorry but we can't offer individual feedback to unsuccessful candidates at application stage.