



SECTION 1 - JOB DESCRIPTION

JOB DETAILS

Job Title	Training Centre Administrator	Band	Indicative Banding 4
Hours of Work	37.5	Base	Agile / Bury St Edmunds
Department	Education and Training	Directorate	People and Culture

PART A: JOB SUMMARY

The role is embedded within the Education and Training structure, but will also support other Departments around EEAST, including Operations, Recruitment, HR Payroll, Finance, IM&T, and Procurement, as well as supporting external partner organisation colleagues and stakeholders.

The post holder will be required to manage the day-to-day administration of their allocated Training Centre, as well as being required to travel to external training venues, when required.

The post holder will ensure that all administrative work is completed, as required, with accuracy and within set timeframes.

The post holder must be able to work independently as well as part of a team. Must be able to work proactively, efficiently and, autonomously, making informed decisions when required.

The post holder will be required to attend meetings related to education, training and learning.

The post holder must be available for student guidance and support.

Responsible for ordering, stock control and distribution of supplies for the building and resources required for students and staff.

The post holder will be required to liaise with other teams throughout the Trust, to ensure positive multi teamworking to meet the needs and objectives of the Department.

The post holder will also be required to communicate effectively and efficiently with all levels of management and staff, displaying a high level of tact, persuasion, and diplomacy at all times and processing sensitive information confidentially.

Effective communication is essential, due to the requirement for regular correspondence via email, Microsoft Teams, telephone, and verbal.

Ability to manage confidential documents and information in a professional manner, and following GDPR guidelines is essential.



Follow direction and delegation from Managers within the Education and Training Department and ensure the appropriate escalation of issues and areas of concern are made to the relevant Senior or Manager.

Provide effective and comprehensive coordination and organisation of course start and end points.

PART B: ROLE DUTIES, RESPONSIBILITY, AND ACCOUNTABILITY

Communication

- Manage routine correspondence on a daily basis, including post, emails, telephone calls. Using your own initiative to deal with any enquiries directly or take messages, when appropriate.
- Often being the first point of contact for staff and students, provide routine advice to those who wish to raise issues or ask for guidance, ensuring effective solutions to queries are found. On occasion, this will require tact and sensitivity owing to the nature of the issue.
- Welcome visitors to the Centre and ensure that they are signposted and appropriately looked after, providing them with information and assistance.
- Manage room bookings within the Centre and source alternative venues, if necessary, using tact and persuasion to ensure training courses take priority over any external bookings.
- Compile, manage, and coordinate the complex diary/calendar of meetings using Microsoft Outlook and Microsoft Teams. This includes the booking of venues and meeting rooms in advance, organising hospitality, if appropriate, and informing all attendees of arrangements.
- Responsibility for preparing, updating, and distributing all course administration documents to new starters. For example joining instructions, course handouts, HR forms.
- Liaise with, and assist, the course tutors with any planning or booking that they require.
- To develop and implement any projects undertaken by the Education Business Manager that require administrative insight.
- Liaise, and assist with booking and communication, regarding external speakers and presenters.
- On an ongoing basis, ensure that student developmental records and trackers are kept current and up to date. Overall responsibility for applying to awarding bodies for certification.
- Work as part of a team to ensure that the Education and Training Department are efficiently meeting their objectives.
- Have the ability to work independently and meet personal goals in an appropriate timescale.



- Lead communication between the Training Team and Operational Teams, ensuring clear understanding of any changes or updates, so that students always receive a positive handover between Clinical Training and Operations.
- Present student information during corporate induction for each cohort. Understanding and student support will be required.
- Assist students who have presented with additional learning needs and, where there are barriers to understanding, ensuring that the Centre inhabits the equipment required, and the correct Departments have been informed.
- Minute taking and note transcribing for often complex and sensitive discussions or meetings, which will require confidentiality.
- Minute taking for Department Meetings, and prepare and distribute minutes, agendas and action logs. Tracking of the Action Log and ensuring individuals are aware of tasks.

Personal Development

- Actively participate in personal development together with Line Manager. Ensure performance is appraised following the Trust Appraisal Process, including undertaking any required training in order to maintain competency, including all mandatory training.
- Attend annual Compassionate Conversation with Line Manager to discuss progression and improvement within the Trust.
- Attend Team Meetings as planned; leading of meetings may be required.

Health, Safety and Security

- To prepare, amend and issue identification badges for staff and students, when required. This includes taking photographs and producing badges.
- Undertake work activities consistent with Legislation Policy and Procedures, ensuring the safety of others managing an emergency and summoning help, when necessary.
- Identify signs that people may be at risk and reporting any suspicions to the appropriate person.
- Main person of contact for reporting any risks or safety breaches around the building. Ensure this is reported promptly to the appropriate Department and coordinate any precautions that should be taken.

Service Improvement

- Complete staff surveys, as required.
- Attend Team Meetings to discuss Quality Improvement and Assurance.
- To assist the Education Business Manager in implementing procedures and processes within the Department, and promoting positive change.

Quality



- Invigilate on examinations and assist with marking multiple choice examination papers, when required.
- Responsible for the downloading, printing, and security of examination papers, once received from awarding bodies.
- Prepare certificates for all courses on completion of programmes. Ensure that completed certificates are forwarded to the candidate. Certificates must also be registered on OLM and archived within the Training Department.
- Forwarding appropriate staff information to Operations Managers to ensure continuity of support and learning.
- Coordinate exam resits when required, ensuring that all students are given equal and fair opportunity to be successful.
- Be responsible for data processing by ensuring the data is accurately recorded, processed, and stored in relevant database management systems, or other information storage systems.
- Using analytical skill to collect and analyse data within the Training Records, often to measure course fill rates or pass/fail rates. This is reported regularly and requires precise records.

Equality, Diversity and Inclusion

- To uphold organisational policies and principles on the promotion of Equality, Diversity, and Inclusion.
- To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensures we meet our duty to uphold and promote equality.
- Treating all colleagues, staff members, and visitors with respect.

Procurement and Commissioning

- For your designated Training Centre, place orders for supplies such as stationery, kitchen supplies, cleaning supplies, and clinical equipment.
- Managing negotiation of price and booking of accommodation, hotels, and external venues.
- Coordinating student accommodation bookings, thoroughly auditing to ensure no errors are made.
- Monitoring and maintaining student libraries within the Training Centre. Always ensuring that stock levels are maintained and any borrowed resources are returned.
- Preparing Purchase Orders electronically, to be countersigned by Tutors, Education Training Officers, or Education Managers.
- Accept and log any orders that are delivered to the Training Centre.
- Arrange bookings of train tickets or hotels via Capita, as requested by Manager.

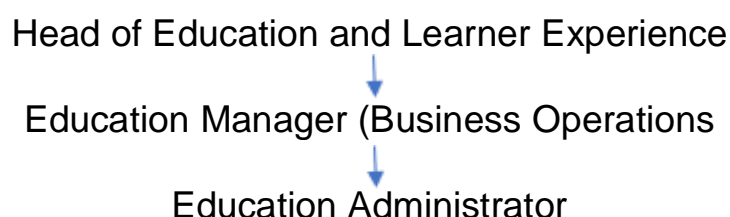


- Coordinate all timesheets, expenses, and mileage claims for each student within the Centre. This requires the post holder to use autonomy to authorise expense claims following Trust guidance, and to be held responsible for any claims processed.
- To support and make suggestions on current administrative procedures to ensure constant improvement in services, and be responsible for adapting own practice, as agreed with their Line Manager.

Systems, Vehicles & Equipment

- Reporting of any maintenance or risks of safety around the Training Centres to the appropriate Department to arrange repair or callout.
- Reporting any noticed IT or electronic equipment issues to the appropriate Department to arrange repair or callout.
- Management of logging equipment stock within each Centre.

PART C: STRUCTURE CHART



PART D: KEY STAKEHOLDERS

Frequent

- Education Business Manager
- Administrative Team
- Education Manager
- Education Training Officers
- Head of Organisational Development
- Students
- HR Team
- Recruitment Team
- External Tutors
- External Suppliers
- Operational Staff at all Levels

Infrequent

- Acting Chief Operating Officer
- HEI Lead
- Clinical Practice Supervisors
- External Services



PART E: TRUST GENERAL STANDARDS

DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service Certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

Posts that are exempt from the Rehabilitation of Offenders Act 1974: Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.

Flexibility: The post holder may be required to work at any of the Trust's sites, in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the Infection Prevention and Control Policy, and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information, and Computer Misuse: The information being handled by employees of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the Terms of Employment Contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified, as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with, Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.

Health, Safety, Security and Risk Management: All staff are required to adhere to, and act consistently with, all relevant health and safety legislation, and Trust policies and procedures, in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing, and the achievement of the Trust's objectives, in accordance with the Trust's Risk Management Strategy and policies.

Major Incident: In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), and to undertake training as necessary.

Business Continuity: All AfC Band 7 post holders and above are required to ensure that the Business Continuity Management System requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's Business Continuity Management System. This includes communicating the importance of effective business management to their team(s), and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's Business Continuity Management System.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect, and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

Mandatory, Job-Related Training, and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation, and identifying any reasonable adjustments you may need for learning, at the earliest opportunity.

Safeguarding Children and Vulnerable Adults: All employees have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this, and your responsibilities, can be sought from the Trust's Child Protection Leads.



No Smoking Policy: East of England Ambulance Service NHS Trust is a No Smoking Trust and all staff must comply with the Trust's No Smoking Policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships, and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations, and the delivery of treatment and care to patients.

Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties, or offer to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: EEASt is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.

PART F: DBS REQUIREMENT

Does this post require a DBS check to be undertaken?		No	
If yes, please indicate what level of check is required:			
Basic	<input type="checkbox"/>	Enhanced	<input type="checkbox"/>
Standard	<input type="checkbox"/>	Enhanced with Child & Adult Barred list	<input type="checkbox"/>
For support and guidance on which roles require/eligible for a DBS check please go to: https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool or https://www.gov.uk/government/collections/dbs-eligibility-guidance			
Has the DBS level been approved by EVC Panel:		Yes	No
Date DBS level approved:			

PART G: JOB DESCRIPTION (AUTHORISATION)

This Job Description reflects the current main organisation priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder, in line with service needs and priorities.

Line Manager's Name/Signature:	Dated:
Job Evaluation (Indicative/Provisional Band) Approved:	Dated:
Job Evaluation (AfC Band) Approved:	