

HAWKLEY HALL HIGH SCHOOL

JOB DESCRIPTION

1. INTRODUCTION

- 1.1 Name of Postholder:**
- 1.2 Job Title:** Training and Events Assistant
- 1.3 Job Purpose:** Under the reasonable direction of the Headteacher / senior staff carry out the professional duties in line with the job profile and in particular to:
- Organise and coordinate scheduled training events
- Carry out administration as directed by the School Business Manager/Training Suite Officer
- Support the aims and objectives of the school
- 1.4 Line Management:** Training Suite Officer
- 1.5 Liaising With:** Headteacher, senior leadership team, teachers and support staff, LA representatives, external agencies and parents.
- 1.6 Salary Scale:** Grade 4 Point 5 - 8
- 1.7 Hours of Work:** 21.25 hours per week term time plus one week, between 12noon and 4.15pm (Mon-Fri) – however some degree of flexibility will be required
- 1.8 CRB Disclosure Level:** Enhanced

HAWKLEY HALL HIGH SCHOOL

Training & Events Assistant

Main Duties and Responsibilities

- Undertake reception duties for the Training Suite – welcome visitors, signing in/out
- Answering telephone and email enquires promptly and efficiently
- To manage and administer client bookings from enquiry to confirmation utilising the room booking system, email, one-to-one meetings, telephone conversations, recording accurately clients requirements, preparing quotes, acquiring all event details to enable a successful event for our clients.
- Respond to all enquiries in a timely, confident and professional manner, displaying a clear comprehensive knowledge of the facilities, courses and events
- Booking arrangements for any internal / external staff training days and weekends (including Trust events as required).
- Provide support and guidance to course tutors including travel, accommodation, equipment requirements and room layout.
- Produce and distribute course joining instructions, course booking reminders and course registers.
- Photocopy course materials as required
- Hospitality – welcome participants and tutors, arrange required catering supplies, organise / serve refreshments and monitor facilities throughout the day to ensure the highest of standards are maintained.
- Act as Conference Host – welcome delegates, make housekeeping announcements at the start of the meeting, including information about break and lunch times, location of washroom facilities and fire safety instructions.
- Maintain accurate records for training attendance.
- Produce and distribute course certificates as required.
- Collate feedback received and feedback to facilitators, Training Suite officer.
- Establish & maintain client relationships, presenting a customer focused approach to course participants.
- Pro-actively liaise with Catering, Caretaking and IT departments effectively communicating client's requirements and details of forthcoming events.
- Maintain stationery and training material stock levels, submitting orders and checking deliveries as required.
- Deliver excellent levels of customer service to clients and ensure that requirements are met and that expectations are exceeded.
- To update training suite website and social media as necessary
- Update training suite database/directory
- Distribute marketing materials as required
- Deputise for Training Suite Officer when required

Other Duties

- Undertake reception duties, answering general telephone/face to face enquiries and signing in visitors
- When necessary provide general clerical/admin and reception support to school
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as may be reasonably directed
- Participate in training and other learning activities and performance management as may be reasonably directed
- Other duties commensurate with the grade as specified by the Headteacher
- Be a designated First Aider

SIGNATURES

The school will make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Signed _____

(Support Staff)

Dated _____

(Support Staff)

Signed _____

(Headteacher)

Dated _____

(Headteacher)

HAWKLEY HALL HIGH SCHOOL

Training & Events Assistant

Person Specification

Successful applicant will possess:

Essential

- GCSE Grade A*-C Maths & English or equivalent
- Competent user of MS Word, MS Excel
- Ability to work with minimum direction and supervision
- Ability to manage changing priorities and successfully complete a range of tasks
- Ability to maintain confidentiality
- Ability to work as a member of a team
- Ability to develop and implement new procedures
- Ability to work under pressure and accurately to deadlines and internally and externally set performance indicators
- Excellent communication skills
- Excellent organisational and presentation skills
- Methodical approach to tasks and attention to detail
- Enthusiasm for the work and commitment to complete demanding tasks
- Flexible and proactive approach to work
- Willingness and ability to undertake further qualification (if necessary) and training for development in the post
- Outgoing, bubbly personality
- Good sense of humour
- An empathy with children
- An excellent attendance and punctuality record
- Professional appearance

Desirable

- Previous experience as a Training Assistant
- Previous experience of working in a training environment