

## **Are you a Super-organised Training Administrator, who's hot on Client Service, brilliant with web-based IT, and based in North London...?**

### **Who we are and what we want**

Track Surveys ([www.tracksurveys.co.uk](http://www.tracksurveys.co.uk)) has been developing and delivering customised , multi-language online learning and development tools to organisations in many sectors since 2004.

Our clients include Fujitsu, Ernst & Young, Nuffield Healthcare, British Sugar and lots of international legal and accounting firms.

**With a dynamic marketing strategy and fantastic reputation in our field, we're growing really fast and are looking for a full time Training Administrator to run our client projects and support in Winchmore Hill, N21.**

### **Key requirements**

**You must have had at least three years' full time experience in a Training / Learning & Development role, and in a corporate or professional services environment.**

To do this job you must have:

- An ability to work independently and take responsibility for expanding the value of this role for our clients
- Excellent written and spoken communication skills
- Accuracy and attention to detail
- Be well-organised and able to organise the directors, other staff and our Associate coaches, trainers and consultants
- In the future, an ability to manage a administrator/client support team

**The role also requires you to be very confident and proficient in the use of IT and Web-based tools – and to be able to learn new ones very quickly.**

### **More details**

As Training Administrator/Administration Officer, you will report direct to the MD, and support her in delivering high-quality projects to clients, as well as day to day client support and primary contact.

It's also a very practical role, and you will be expected to set up projects, run internal testing and do whatever needs to be done to provide a brilliant service to our clients.

If you help us meet our growth plans and our targets, not only will you receive performance bonuses, but you will also be able to grow into a senior position very quickly, and manage a team of administrators and support staff.

## Key responsibilities:

### Client related

- Project setup and ongoing project running and support – this will include working with the Directors to define client requirements, communicate those to the technical department, test and sign off before delivery to the client – in the medium-term this will include managing a team to do these tasks
- Helping with all parts of our projects rollout, including specifying client requirements, working with technical, testing online tools, reports and other client needs; setting up new projects, generating reports
- Liaising with regular clients on daily administration and support matters, and answering their queries
- Client support by email and by phone

### Internal operations

- Setting up project timetables, co-ordinating timetables and schedules, team work scheduling and prioritisation
- Administration for other work like arranging coaching programmes or workshops with clients
- Responding to phone queries and being the first line of contact with Track for potential clients and related activities

### It's not required, but it will help if you have one or more of the following.....

- CIPD, Training Management Diploma or other qualification that will show us you're serious about your development
- A great contacts list
- Anything else that makes you stand out from the crowd

### Job specifics

The Training Administrator role:

- Is full time
- Is based in Winchmore Hill in North London
- Has a starting salary of £23K pa
- Includes performance bonuses

### Be warned!

You'll be able to tell from this advert that this job is not for a run-of-the-mill Training Administrator – we're looking for someone's who's super-organised, hot on client service and loves a challenge (as well as being brilliant with IT), so only contact us if you think you're up to it!

Please send your CV by email to [jo.ayoubi@tracksurveys.co.uk](mailto:jo.ayoubi@tracksurveys.co.uk) or call me on 020 7206 7279.