



## **Job Description**

### **Title: Training Administrator**

#### **Summary of Role**

Responsible for the administration of training taking place nationwide. This role covers all elements of administration from liaising with clients, to confirming bookings, to scheduling of instructors, to the preparation of all training material and processing training records and certificates. It includes:

- Administrative work including answering telephone enquiries, dealing with mail and email and other communications.
- Dealing with client queries, course changes and general customer service
- Record and track tutor booking, hotel booking, training pre-courses administration and training paperwork return administration.
- Assist in the internal verification of training results.
- Assist with the submission of training results to the appropriate training certification body.
- Assist in committee meeting preparation for ISO management review board and QQI Academic Council meetings and other committee work as it arises.
- Minute and track actions meeting where required.
- Assist in the documentation and maintenance of process and procedures in conjunction with both the Training and Quality manager.
- Maintaining accurate records on the internal database system.
- Assist in compiling reports and tracking of administration tasks.

#### **Education/Professional Qualifications:**

- Health and Safety experience / training would be advantageous
- Formal training in MS office applications would be advantageous

#### **Experience / Skills required:**

- Experience in a fast-moving commercial environment where high levels of professionalism and accuracy are required.

#### **Personal Qualities:**

- Time Management
- Attention to Detail
- Multi-tasking
- Ability to work under pressure
- Ability to work on own initiative
- Team player
- Excellent communication skills
- Positive disposition
- Customer Focused

This role is three days in the office (Swords, Co. Dublin) and two days from home. However, you may be required to work a fourth or fifth day in the office weekly depending on operational requirements from time to time.

If you're interested in joining the team, send your CV to [info@thecplinstitute.ie](mailto:info@thecplinstitute.ie) with your details or fill out the form and upload your CV [at this link](#).