

JOB DESCRIPTION

JOB TITLE Administrator & Training Coordinator

JOB PURPOSE:- Provide excellent face-to-face customer service in a professional, welcoming, and friendly manner as the first point of contact based on reception at Lansdowne House. Greet visitors and take receipt of deliveries; booking and managing set up of meeting rooms and manage incoming and outgoing mail.

ACCOUNTABLE TO Executive Assistant & HR Advisor (split across relevant days)

SUPERVISED BY Executive Assistant & HR Advisor (split across relevant days)

DUTIES AND RESPONSIBILITIES

Admin

- Receiving visitors at reception by answering intercom, welcoming, directing, and announcing them appropriately
- Managing incoming and outgoing mail and deliveries
- Provide admin support to the Executive Assistant when required
- Manage the booking & invoicing of internal meeting rooms and set up

Training

- Add new staff and volunteers to the e-Learning platform.
- Ensure all mandatory training is completed and up to date.
- Manage user support queries (e.g., password resets, access issues, updates for leavers or role changes).
- Run monthly reports to monitor employee training compliance and mandatory training refreshers.
- Provide quarterly updates to managers on employees' e-Learning progress.
- Create and maintain the quarterly Training Matrix for the Assistant Director.
- Upload training certificates from the HR inbox to the HR system.
- Maintain accurate and up-to-date training records on the HR database and training portal.
- Support internal training processes within the HR database system.
- Schedule quarterly training with providers and book venues/calendars.

- Circulate training schedules to managers and coordinate staff bookings.
- Create training events in the HR system, record attendance, and confirm completion.
- Facilitate training days, setting up the training room and refreshments
- Maintain training provider records and obtain quotes as required.
- Run regular training reports and liaise with managers and stakeholders.
- Process training invoices, confirm attendance details with Accounts, and maintain invoice records.
- Undertake any other duties related to training and development as reasonably required.
- Undertake other tasks for the HR department as and when required

Other Duties (including but not limited to):

- Keep the reception/waiting area tidy and magazines and leaflets up to date
- Monitoring catering supplies for office & training purposes
- Any other tasks reasonably required

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.

3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____

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