

Job Title	Training Administrator
Department	Sustainable Skills
Reports To	Compliance & Development Manager
Level	Grade 2

Purpose	To provide a full range of support services to the Sustainable Skills Team, ensuring a professional image of the organisation is maintained at all times. Reporting to the Compliance and Development Manager, you will serve as a reliable source of information for colleagues and provide efficient and effective technical training administrative support. You will also be responsible for ensuring compliance with GDPR (General Data Protection Regulations) ensuring training records are maintained, processed and retained as required.
Key Accountabilities	Training Administration • Maintain accurate, complete, and auditable training records to demonstrate attendance, achievement, and compliance. • Ensure planned training data is accurately input into the Learning Management System (LMS), Outlook and administered in line with processes. • Process training registers, certificates, cards, and evidence promptly, accurately and effectively, ensuring records are updated. • Accountable for training records within area of responsibility, undertaking regular checks to ensure data accuracy. • Use LMS dashboard to produce performance reports, monitor outstanding training evidence and chase providers, using the Ask, Chase & Escalate process. • Ensure colleague training records are stored correctly and in line with policies relating to data protection. • Ensure all pre- and post-training processes are followed consistently, transparently and to a high standard Engagement • Build strong, effective working relationships with colleagues, management, and external stakeholders. • Represent the organisation professionally in external settings. • Demonstrate sound understanding of our approach to client relationship management and commercial terms of business. • Communicate clearly and professionally, ensuring stakeholders are kept informed of training status, changes, issues, and actions to progress. • Proactively contribute to continuous improvement within the Skills team, promoting opportunities for improvement and efficiencies in a thoughtful, well-planned way. Self & Team • Role model the organisation's Values and Behaviours. • Maintain up-to-date knowledge of training requirements, LMS

	functionality, and Skills team processes. • Actively manage own learning and CPD to continuously develop and grow. • Identify opportunities for improvements and efficiencies to positively impact overall delivery and contribute to our skills strategy.
Technical Know-How & Skills	• Ability to build and maintain professional relationships, including with external stakeholders • Organised and reliable, with good attention to detail • Comfortable handling large volumes of data • Excellent communication (written & oral) skills • Desire to learn, develop and grow Specific Experience • Knowledge of the day-to-day operation of the Sustainable Skills team • Firm understanding of Success Factors and the LMS • Experience with LMS and administration processes • Experience in a training and development environment