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Training Administrator

Reference: 94223

Training Department, Stockport

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 10 December 2026

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

All candidates are subjected to enhanced DBS checks.

JOB DESCRIPTION – Training Administrator

Training Department, Stockport

Hours: Full time 37.5 hours per week (flexible according to needs of the service)

Responsible to: Office Manager

Purpose of Role:

The main purpose of the post is to provide an administration service within the Learning and Development department based in Stockport. A high standard of customer care and professionalism is required at all times. Efficient and responsive 'meet and greet' will also be a part of this role.

1. Administrative Duties

1.1 To provide an administrative function to the Learning & Development/Engagement Department.

1.2 To ensure that all paperwork and monitoring requirements relating to any of our work programmes are completed within the scheduled deadlines.

1.3 To book delegates onto training courses, update the training database, produce delegate lists and certificates and keep accurate and up to date records of external delegates.

1.4 To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers.

1.5 To meet and greet customers as they come in for training, show them to the appropriate room and monitor attendance.

1.6 To carry out reception duties including payment of expenses to learners.

1.7 To keep the computerised and manual filing system in order.

1.8 To help set up the training rooms including projectors, laptops, overheads etc.

1.9 To provide training reports from the database as directed by Head of Learning & Development and other senior staff.

1.10 To photocopy forms and ensure sufficient stocks of paperwork are available.

1.11 To publicise and promote staff development and training initiatives to staff working within the organisation and external organisations.

1.12 To support trainers in the preparation of course material and ensure all course material is maintained and stored on a central system.

1.13 To complete general administrative duties including photocopying, filing and archiving and to prepare documents in advance of training courses.

1.14 To assist in preparing monthly training development reports and costing reports in partnership with the Head of Learning & Development and his Personal Assistant.

1.15 To manage educational databases (Learner Management Systems) and enter information proficiently and accurately.

1.16 To take accurate minutes of any Learning & Development meetings.

1.17 To assist learners with e-learning queries and troubleshooting.

2. General Duties

2.1 To accept regular support and supervision from line manager.

2.2 To carry out all work in a manner consistent with the aims of the Learning and Development department and the philosophy of Creative Support.

2.3 To comply with and implement the Equal Opportunities Policy of Creative Support.

2.4 To maintain confidentiality at all times, in accordance with the agreed policy.

2.5 To treat all service users and stakeholders with respect and courtesy.

2.6 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

2.7 Any other duties as required.

PERSON SPECIFICATION – Training Administrator
Training Department, Stockport

	QUALITIES REQUIRED	How Assessed?	Essential / Desirable?
1	At least 1 years' experience of administration/reception work, paid or unpaid, within a busy office environment	Application & Interview	Essential
2	Good communication skills and the ability to listen sensitively to others	Application & Interview	Essential
3	Willingness to consult colleagues and to work as part of a team	Interview	Essential
4	A good standard of verbal and written English	Application & Exercise	Essential
5	A good standard of keyboard skills	Application, Interview & Exercise	Essential
6	Familiarity with computer software, particularly MS Office.	Application & Interview	Essential
7	Ability to organise and prioritise workload and to work unsupervised	Application & Interview	Essential
8	Good telephone skills	Interview	Essential
9	Experience in a customer facing role	Application & Interview	Essential
10	Educated to graduate level	Application & Interview	Desirable
11	Knowledge of business, sales and marketing	Application & Interview	Desirable
12	A warm approach to colleagues and service users	Application & Interview	Essential
13	Willingness to attend training courses and events	Interview	Essential
14	Ability to demonstrate a high degree of self motivation and commitment	Interview	Desirable
15	Willingness to participate in regular supervision with line manager	Interview	Essential
16	Willingness to work flexible hours if required	Interview	Essential

TERMS AND CONDITIONS – TRAINING ADMINSTRATOR
Training Department, Stockport

Salary:

	Per Hour	Per Annum
Point 1	**£13.10**	**£25,545**
Point 2	**£13.20**	**£25,740**
Point 3	**£13.40**	**£26,130**

The starting salary will depend on the successful applicant's current salary, qualifications and experience.

Please note: Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on the month. A full schedule of pay dates, dependent on start date, will be supplied with any offer letter.
Hours of Work:

Bank Holidays:
An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Hours of Work:
Full time, 37.5 hours, generally: Monday to Friday 9am – 5pm. (flexible: to include evenings, weekends and public holidays according to the needs of the office in addition to participation on office out of hours rota - no more than one evening every two weeks and one weekend or bank holiday shift every four weeks.

Holidays:
25 days plus 8 statutory days.

Birthday Holiday Bonus:
All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:
After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off

£100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support pays for the first three working days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-Four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:
Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers' leave up to 5 days per annum

Employee Assistance Service:
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

WeCare Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:
Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Company mobile phone and laptop:
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:
A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

Networks:
The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.