

Job Description – Training Coordinator

Reports to: Training Operations Manager

Based: Bathgate Office

Hours: Monday – Friday, 35 hours per week

Fixed Term Contract: 12-months

Salary: £26,500

There may be occasions when it is necessary for duties to be undertaken away from the office and overnight stays are required away from home

Who we are

The RHA is a member-led trade association supporting people and businesses in the road transport industry.

Find out more about us and our values on our website <https://www.rha.uk.net/>.

At the RHA we believe that through collaboration and being a supportive, trusted partner, we can achieve great things. Our hybrid working approach allows our people to work both in our office locations and at home, providing flexibility and resources to succeed in your role.

At the RHA, our Equity at work strategy is aligned to our company values and who we are. We are committed to driving inclusion for all; aspiring to create a workplace that is fully representative of the communities and members we serve.

What you'll do

This role is responsible for delivering a high standard of training administration duties and offering excellent communication skills via phone or email. The role holder will ensure that all materials are made available, systems are up to date and customers have a smooth booking and post course process.

Key responsibilities and duties:

- Assist the Head of Department with all accreditations and maintaining industry standards
- Assist in the management of RHA's portfolio
- Upload candidates to the relevant systems accurately
- Prepare course paperwork and digital assets where applicable
- Promptly respond to enquiries both on the phone and by email
- Take part in the Internal Quality and Health and Safety Groups
- Help prepare for external audits and carry out internal auditing
- Assist in the maintenance of Management Systems
- Keep training-related policies and procedures up to date
- Support with general finance administration tasks e.g. invoicing, credits and reporting on KPIs

- Support the development of e-learning content and sales where required
- Support other tasks in the administration of the day-to-day training function

General Administration:

- Complete fire, first aid and site safety checks
- Prepare certificates for delegates
- Set up training and meeting rooms
- Ensure accurate records are kept of all meetings

Other Duties:

- Share useful sources of information to colleagues and provide advice where required
- Contribute to and deliver other projects as required

Experience and Skills Required:

- IT literate and a comprehensive understanding of windows-based programs to include Word, Excel and Outlook
- Exceptional administration, organisation and time management skills
- Strong stakeholder engagement and communication abilities
- Detail-oriented, proactive, and adaptable, able to use initiative to improve administration in the department
- Experience in training or event coordination is desirable

What we offer

We believe that taking care of our employees is the key to their success. That is why we offer an excellent remuneration and benefits package, 25 days holiday entitlement plus bank holidays for full-time employees and paid leave for charity projects. You can also purchase additional holiday.

We offer an extensive benefits package including private medical and dental insurance following completion of probation, Cycle scheme, monthly prize draw, Medicash and pension schemes. We take pride in our commitment to supporting you at every stage of your career by providing top notch learning and development pathways.

Support

If you require any reasonable adjustments or have an accessibility request as part of your recruitment journey, for example, extended time or breaks during interviews or assessments, a sign language interpreter, or assistive technology, please contact our HR team for further support. We are proud to be a Disability Confident Employer.

