

Providence Job Specification for Open Requirement

Training Administrator

About Providence – Providence provides government, defence, and law enforcement customers with bespoke capability development initiatives, equipment procurement solutions, and best-in-class operational training. We are a small business set in the heart of the Duchy estate in Harewood End, occupying a series of charming, restored barns and overlooking the beautiful sprawling Herefordshire countryside. We pride ourselves on our reputation for delivering the best solutions and services to our clients, without fuss, and in discreet support of their many varied requirements. We understand that people are the engine behind Providence, and we draw on our technical, operational, and customer support experience to provide the know-how and means to solve some of our clients' most challenging operational problems.

Outline Description – This position reports to the Training Manager. The purpose of this role is to assist with the training departments administration needs. This role will work inter-departmentally, with customers, suppliers and sub-contractors to effective communication is a must.

Job Specification

Job Title: Training Administration

Contract Type : Full time

Department/Team: Training Team

Reports to: Training Manager

Job Location: Harewood End

Principal Responsibilities and Accountabilities

- Provide administrative support to the training manager and training director.
- Complete tasks as delegated by the Training Manager such as: booking travel and issuing course joining instructions.
- Ensure the training sales process is effectively administered on the designated CRM. Tasks related to this will include: invoicing customer and ensuring purchase orders are correctly administered on Unleashed.
- Ensuring that items needed for course success are purchase ordered in a timely manner. Understanding the Providence sales process and being able to manage this independently.
- Liaise with sub-contractors and staff to ensure they are fully prepared to deliver training; deconflict and organise training assets and facilities; and be prepared to coordinate the preparation of training aids and other key enablers as required.
- Prepare customs paperwork - in liaison with the Providence Shipping Coordinator - to facilitate the transport of equipment for international training courses.
- Coordinate with other Providence staff to ensure that training is documented and presented in accordance with ISO 9001 (H&S, PPE, Feedback Process, etc.).
- Work with the rest of the Training Team to ensure that training courses are resourced effectively and with the customer's total satisfaction in mind.
- Work with the finance department, as directed, to ensure than customer invoices are sent out on time, that any invoices we receive from sub-contractors or suppliers are sent promptly to maintain good relationships.
- Work with the Central team and our H&S sub-contractor to ensure that all Health and Safety precautions are up to date prior to course start.

Additional Responsibilities and Requirements

- Assist with compliance measures for the maintenance of ISO 9001.
- Have a full UK driving licence and UK passport.
- Eligible for background checks and security vetting clearance.

Person Specification

Details		Essential		Desirable
Education & Eligibility <ul style="list-style-type: none"> • Full UK driving Licence (due to location) • Eligible for SC level Clearance 		Yes Yes		
Experience <ul style="list-style-type: none"> • Proficient with Microsoft Office products • In an administration role • Using Mondays, SharePoint • With sales processes, invoicing, purchase ordering, quoting 		Yes		Yes Yes Yes
Personal Attributes <ul style="list-style-type: none"> • Good communication skills • Works well in a team • Self-directed with good time management • Quick learner 		Yes Yes Yes Yes		

Salary £22,500-£24,000

Up to 5 additional holiday days with time of service