JOB DESCRIPTION

Job Title	Senior Training Delivery Assistant		
Service	Education		
Reporting to	Education Governance Lead		
Grade	14		
Evaluation ref:	AU1175	**Job Family ref:**	

Role Purpose

This Senior Training Delivery Assistant supports the effective planning, organisation and delivery of the Governance Development Programme. The postholder will coordinate training courses and events from initial planning through to completion, following agreed administrative and financial procedures. This includes arranging venues, tutors and speakers, managing bookings and course materials, monitoring demand and attendance, maintaining accurate records, processing payments and providing advice and support to participants and trainers. They will also provide practical support during online training sessions, including helping with Microsoft Teams, recording attendance and distributing supporting information and feedback.

The postholder will contribute to the ongoing development and quality of the training offer by collating participant evaluations, producing regular feedback reports and identifying opportunities for improvement. They will work closely with colleagues across Education Governance, including the Service Delivery Officer and Governance Lead, to monitor course viability, respond to demand and support the annual programme of online, e-learning and face-to-face development. The role will build effective working relationships with governance board members, schools, academies, Multi Academy Trusts, tutors, facilitators and other education partners, while providing wider administrative support to the Education Governance Team as required.

Accountabilities

- Arrange training courses by following pre-defined administrative procedures, eg follow course pro-forma; liaise with course tutor; book venue; book speaker if required; arrange and distribute publicity; receive and log application forms; produce course materials and arrange distribution; produce final attendance sheet and confirm venue arrangements.
- Oversee the demand for course places to ensure viability of course/conference and liaise with the Service Delivery Officer or Governance Lead to decide if the course should go ahead. Notify applicants and venue if course is cancelled.
- Liaise with the Service Delivery Officer or Governance Lead if a course is oversubscribed and take appropriate action to transfer applicants onto a future session or assess the viability of arranging an extra session.
- Liaise with those new to governance to arrange induction training.

- Input data to all relevant IT systems and databases of details of courses and course applicants. Ensure data is kept up-to-date and compliant with data protection policies.
- Keep financial records on course income and expenditure. Follow the Education financial arrangements for purchase orders relevant to any training session. Arrange the payment of trainers/speakers/facilitators in line with set charges.
- Liaise with colleagues in the marketing team, to design and produce flyers for all courses/conferences and associated training literature to publicise and market the service training offer.
- Give advice and information by telephone and email to course participants, potential course applicants, and tutors/speakers.
- Attend meetings with the trainers/facilitators annually, with the Governance Lead and Service Delivery Officer, to take notes of discussions and decisions.
- Provide administrative support to the tutors during the online training sessions, eg on IT issues, the use of Microsoft Teams, record participants on an online training database, etc. Distribute further supporting documents/papers via email to participants and ensure participants receive the feedback email prior to receipt of their certificate.
- Collate course evaluations through the website. Feedback results to course tutors and provide a termly report to the Service Delivery Officer and Governance Lead. Where appropriate, make suggestions to address issues identified by participants.
- Contribute to the planning of the Service Training offer, eg the annual online development programme, the e-learning modules and face-to-face sessions.
- Support quality assurance of the delivery of the development programme and report on any issues arising.
- Provide administrative support to the Education Governance Team as and when required.

Contacts & Relationships

- As a member of Education Governance, work with all team members and liaise closely with the Service Delivery Officer, Governance Lead and Service Manager to deliver the Education Governance Development Programme to maintained schools, academies, and Multi Academy Trusts, that purchase the programme.
- Liaise with members of governance boards who purchase access to the whole development programme or individual sessions.
- Regular contact with colleagues within education services and other Somerset Local Authority services as appropriate. On occasion will have contact with Diocesan colleagues.

Knowledge / Experience / Qualifications / Skills

	Essential	Desirable
Knowledge		
Working knowledge of IT systems including Microsoft Word, Excel, Outlook and online meeting software	X	

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Knowledge / understanding of the education sector / school governance		X
Experience		
Relevant experience of working in an office environment	X	
Experience in the organisation and administration of a variety of meetings or events, including minute taking	X	
Experience in customer service	X	
Experience of using SharePoint, computer-based telephony systems and Microsoft Teams		X
Experience of presenting information to an audience		X
Experience of undertaking training administration and events organisation		X
Experience of undertaking financial record keeping		X
Experience of utilising procurement systems		X
Qualifications/Registrations/Certifications		
Educated to GCSE level or NVQ Level 2, including English and Maths grade C (4) or above or equivalent	X	
A level or NVQ level 3 / 4 qualification		X
Skills		
Excellent and confident communication skills both verbal and written	X	
Ability to prioritise conflicting work demands and make decisions at a fast pace	X	
Understand the need to follow agreed processes to ensure consistency	X	
Ability to produce a high standard of accurate work	X	
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)	X	
Demonstrates a commitment to safeguarding and promoting the welfare of children	X	
Proactive and able to work with little or no supervision	X	
Must possess tact and diplomacy, use own initiative, be flexible and adaptable	X	
Demonstrate a positive, committed, adaptable, thorough and confident approach	X	
Working Conditions		

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The postholder will have the ability to work in the evenings.
Dimensions of the role
Revenue - monitoring of traded income to ensure that course delivery is viable. Customers – maintained schools, stand-alone academies and multi-academy trusts. The majority are in Somerset, although some governance boards beyond those borders attend sessions within the development programme. Education Governance provides advice, training and support to school governors/trustees and clerks, throughout the academic year on all governance issues from current statutory legislation to performance management of all staff in schools and delivery of governance development programme to support effective governance.
Working Arrangements
Somerset Council's Dynamic Working Strategy will be applied to this position.
Corporate Accountabilities
Understand, uphold, and promote the aims of the Council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Evaluation Date: