



WILEY-
BLACKWELL

Job Description

Job Title	Training Administrator Fixed term Contract up to 6 months
Date of Job Description	September 2007
Department	Human Resources – Training Team
Division	
Manager's Title	Global IT Training Manager

Key Job Purpose (max of 2 sentences)

No prior Training or technical IT skills are required as full training will be provided. This is a fantastic opportunity for a candidate to join an expanding team in an interesting and varied role which would provide the successful applicant with a good understanding of HR and Training Administration. To provide full pro-actively provide administration support to the Global IT Training Manager (who provides support for in-house developed training systems) and members of the Global Training Team. Administrative support to include high level of communication with overseas offices via email, telephone and meetings.

Key Objectives / Tasks

Arranging Global Training Group Meetings (GTM's)

- Set up monthly in house system Training Group meetings
- Take minutes in GTG meetings, type up and distribute
- Set up ad-hoc meetings for GTG as necessary
- Maintain SharePoint site for global training team (to be Portal Collaboration)
- Maintain close relationship with all global team members, ensuring deadlines are met for group initiatives.
- Co-ordinate all global team initiatives

Administration Support of In-house System Releases

- Manage all administration associated with global system releases and global/regional training programmes
- Source and book training or meeting rooms as appropriate for delivery style
- Communicate with named system trainers
- Book any necessary equipment
- Schedule agreed dates, ensuring courses for differing systems run in relevant order
- Notify delegates and line managers of confirmed sessions
- Ensure contacts are confirmed at all sites for travelling trainers
- Publish course booking instructions to all delegates globally
- Maintain the training schedule, avoiding clashes, timings should be pertinent to release dates
- Respond to all queries from delegates and trainer
- Create registers and manage attendance
- Create report for managers regarding attendance and course feedback
- Manage the course evaluation process
- Source alternative training options for users who cannot attend scheduled dates
- Maintain relationships with technology contacts for any projects/releases etc

Administration of Training Evaluation Process

- Prepare survey evaluation forms
- Deliver briefing to Support Officers
- Set up feedback questionnaires for User Guides
- Review and ongoing maintenance of evaluation system

Administrative support to Global IT Training Manager

- Help Global IT Training Manager (GITM) maintain visibility of the global team within the business by generating awareness globally
- Introduction emails
- Arrange meetings with division heads/HR heads (globally)
- Investigation work surrounding system usage by department/division/region to help GITM assess global needs
- Request and collate training data for management reports
- Set up files for courses run by GITM
- Build good general system knowledge to help answer system queries to reduce amount going to GITM
- General administrative assistance to GITM

Administration & Ad Hoc

- Help with assessment and initiation of new initiatives, e.g.: online training system for Portal training
- Sense checking and administration of in-house system user guides, including maintaining them following any system releases
- Systems Training Sites – Access, use and calendar
- Ad-hoc administration to assist Support Officers
- Provide briefing sessions to new Support Officers
- Help to write exercises/activities for courses (sourcing relevant data from systems)
- Liaise with Support Officers/Super User to gather information
- Update Global Training Support Structure charts/distribution lists

Administration of Books Systems

- Schedule courses into Booking System, training room and trainer's calendar
- In-house Booking System – accessing the administration side to schedule courses and check division attendance on courses
- Manage the Booking System including development requests and bug fixes
- Manage the Skills Assessment Surveys
- Assist users with Booking System queries

Health & Safety

Comply with, and make positive contribution to, all company policy, rules and procedures for Health & Safety and current H&S legislation and best practice.

Ensure that all colleagues within own area of responsibility know, understand and comply with all company policy, rules and procedures for

Health & Safety and current H&S legislation and best practice.

SOXA

Know and understand the controls and processes in own area.

Identify any changes during the year, which might affect existing controls or require new controls. Ensure that documentation is updated accordingly.

Ensure that any control owners who report to you are aware of their responsibility as control owners to carry out controls and retain documented evidence.

Notify senior management as soon as possible if controls are not being performed timely.

As requested by the Company, perform an annual assessment (test) of controls based upon management's guidance and retain all supporting documents evidencing it.

Ensure that own team are aware of all the processes and controls in my area and their relevance both to them and to the business.

Assist as required in the annual audit process with KPMG.

Notify senior management if any misconduct is noted.