
Training assistant – Job description



Summary

An exciting opportunity has opened up for the role of Training Assistant in INTRAC's Training Team.

Training is one of INTRAC's core services. We have over 25 years expertise and provide training on Monitoring, Evaluation and Learning, Organisational and Capacity Development, Programme Strategy & Design, Advocacy and Policy Influencing, Gender Analysis and Planning, in various ways:

- Scheduled face-to-face courses in the UK and scheduled online courses;
- Tailor-made and bespoke trainings for organisations that we offer in the UK and internationally, face-to-face or online.

The Training Assistant is a key post that focuses primarily on coordinating the day-to-day running of the online and face-to-face scheduled courses. This is a great opportunity for someone who has an interest in learning, training and administration, and international development.

Location

Central Oxford, UK.

Reporting to

Training Manager, working closely with the Training Team and other INTRAC staff.

Salary

£20,000 p.a. (£16,000 pro-rata)

Hours/days per week

Part-time: 30 hours a week.

About us

INTRAC is a values-driven, not-for-profit consultancy, training and research organisation focused on supporting civil society organisations in development practice. We work globally and have a strong body of work in the Middle East and North Africa. INTRAC's work is cross-sector, always with an emphasis on the role and development of civil society in poverty alleviation, improving human rights, governance, voice and accountability and social inclusion. Our work spans the many actors that affect civil society: our clients and partners include Northern NGOs, European bi-lateral donors, private foundations, private companies and civil society organisations in the global south.

About the role

One of INTRAC's core services is training: scheduled training (face-to-face in the UK and online) and tailor-made training that we offer to civil society organisations globally. The Training Assistant is a key post that provides administrative and logistic support for the services.

The main role of the Training Assistant is to work closely with the Training Team and other staff to deliver the scheduled training programme in the UK and online. This includes coordinating the day-to-day logistics and all communications and administration with participants (from enquiry through to post course follow up).

The Training Assistant also works with trainers to organise, format and brand materials and process the evaluations of courses and works closely with our suppliers, including the training venue and printers. The Training Assistant plays a vital role in updating other teams across INTRAC on training events, ensuring cross-team collaboration, staff involvement and representation at our training events.

The Training Assistant may also provide support to other teams in INTRAC when required which could include, for example, helping at INTRAC events, conferences, and webinars.

Key responsibilities

1. Coordinate the day-to-day administration and logistics of the scheduled face-to-face and online training courses
2. Set up and support the delivery of online training courses.
3. Answer e-mail and phone enquiries about scheduled training courses and forward e-mail and phone enquiries about other services.

Specific tasks to include:

Coordinate the day-to-day administration and logistics of the scheduled face-to-face and online training courses

- Be the first point of contact for enquiries about INTRAC's scheduled courses.
- Ensure effective logistics before and during course implementation including: liaising with the venue, undertaking administrative preparation of course materials in liaison with the trainers, supporting trainers with formatting and branding of materials and ensure the smooth running of all courses.
- Manage all applications from initial enquiry stage to participation and follow-up, ensuring high quality of service delivery and responsiveness to clients'/participants needs.
- Support the development of needs assessment surveys, feedback and monitoring systems
- Provide analysis of the participants for reporting on the training programme.
- Provide support on filing, organising and archiving training materials.
- Assist with any other tasks required to support the training department in terms of scheduled courses.

Set up and support the delivery of online courses

- Set up courses using INTRAC's webinar and learning management software (Zoom and Moodle) including updating and setting up instructions, uploading course materials and producing webinars.
- Liaise with trainers and participants to provide logistical and technical support before, during and after the online learning course.
- Support trainers with formatting and branding of materials.
- Support tailor-made training courses that have an online component, as requested.

Qualifications, competencies and experience – essential (E) desirable (D)

- Relevant work experience (at least one year of office experience) (E)
- Excellent IT and formatting skills (Microsoft Office). (E)
- Strong customer service skills (E)
- Strong interpersonal and communication skills (E)
- Experience with or willingness to learn how to use webinar software and e-learning platforms (E)
- Ability to work under pressure, to multi-task and prioritise (E)
- Good numerical skills (E)
- Ability to work as part of a team and on own initiative (E)
- Problem solving and decision making skills (E)
- Efficient and organised with good attention to detail (E)
- Experience in organising events such as seminars, workshops or conferences (D)
- Understanding of the third sector (D)
- Knowledge of/interest in civil society strengthening, organisational development, capacity building, and/or work in developing countries (D)
- Experience with Moodle or Zoom (D)

How to apply

Application deadline: 5 August 2018 at 23:59 UK time

Interviews will be held in the week commencing 20 August 2018

Available for immediate start.

To apply, please download the application documents available on our website: www.intrac.org. Please send your completed INTRAC job application form, equal opportunities monitoring form, and a cover letter, in which you demonstrate your suitability for the role and why INTRAC should employ you, to info@intrac.org. Please note: only complete applications that arrive on time will be considered. Due to limited resources, INTRAC will only be able to contact candidates that have been selected for interview.

INTRAC strives to be an equal opportunities employer and welcomes applicants from all backgrounds who have the right to live and work in the UK.