

# Working together

Careers with International Workplace

## Practice Administrator – Part Time





# Making a difference

International Workplace is trusted by some of the UK's leading employers to provide them with friendly, professional support in the areas of health and safety, environmental management employment relations.

Established in 1995, we have offices in Cambridge and London, serving clients in the UK and internationally.

Our prestigious client base is drawn from a range of market sectors including facilities management, professional services, hospitality, further and higher education, and central and local government. Household names like G4S, Kier Group, ITV, BNP Paribas, Cambridge University, Land Securities and JCB rely on us to deliver the highest quality training and consulting solutions to support their operations.

We have won a number of accolades for our work, most recently gaining the Silver Award for Best Online Distance Learning Programme at the Elearning Age Awards 2011, and being shortlisted for Elearning Development Company of the Year in 2013.

We're accredited by a host of professional bodies (including CIPD, IEMA, IOSH and NEBOSH) to deliver training, and are a registered practice with the Association for Project Safety for the provision of CDM Coordinator services.

We have a strong social conscience and play an active part in our communities, having raised over £30,000 in recent years for good causes.

A profitable and successful company in our own right, we're about to embark on the next phase of growth and we're looking for ambitious people to join us on our journey.

## How to apply

Please send your CV with a covering letter or email (ref. **Practice AdministratorPT**) to:

Tar Tumber  
Human Resources  
International Workplace  
110 Hills Road  
Cambridge  
CB2 1LQ

Email: [tar.tumber@internationalworkplace.com](mailto:tar.tumber@internationalworkplace.com)

Or call us on +44 (0)333 210 1995.



# Job Description

## **Job title:** Practice Administrator – Part Time

### **What we are looking for**

An excellent administrator with excellent communication, IT skills, planning and organisational skills with the strong ability to prioritise their workload. The post will suit someone with proven administrative experience with a focus on providing excellent customer service and the ability to build strong client relationships and work well within a busy but fun team. The role is on a part time basis, 3 days a week.

### **How you'll make a difference**

You'll be stepping into a busy, fast paced and fun Administration team responsible for all of our courses within London, Cambridge, and International as well as in-house courses for our clients.

You will be responsible for the administration and smooth running of all our courses. This will include liaising with internal staff, external training and consulting associates, clients, professional organisation's and examination bodies in order to administer training and consulting services. In addition support to the finance team to manage PO's, invoices and expenses for the training courses.

You will also provide a support service for eLearning courses including dealing with queries, resolving issues and maintaining periodical contact with students and corporate clients.

In addition you will assist the Operation's Manager ensuring the smooth running of all events, including checking and maintaining facilities, setting up training rooms, welcoming and registering visitors, and supporting venue hosts by providing whatever assistance is needed to deliver a high quality service to guests.

This is an exciting opportunity to get involved in a market-leading legal services business with a great reputation for innovation and customer service, with good career prospects.

### **Do you have what it takes?**

- You will have excellent administrative experience with high attention to detail, working in a systematic manner to get the job done on time and at the required standard
- You will have excellent communication skills and have the desire to deliver quality training courses and events
- You will have an excellent level of technology experience (Microsoft Office specifically word and excel, Skype, Internet etc.)
- You will be organised and able to prioritise your workload and have flexibility to adapt to the changing needs of an innovative and fast moving business
- You will be enthusiastic with the ability to build strong client relationships and work well within a busy but fun team

**Based at:** London The International Workplace Executive Centre is located just off Clerkenwell Road in London, with good public transport links. Nearest tubes

t: +44 (0)871 777 8881 | [info@workplacelaw.net](mailto:info@workplacelaw.net) | [www.workplacelaw.net](http://www.workplacelaw.net)

Head office: 110 Hills Road | Cambridge | CB2 1LQ

London training centre: International Workplace Executive Centre | 13 Clerkenwell Road | London | EC1M 5PA



are Farringdon and Barbican (both on Circle Line), and Old Street (Northern Line).

- Reporting to:** Operations Manager
- Salary:** £20,500 (this will be pro rata for part time role)
- Duration:** Permanent
- Hours:** 3 days a week (22.5 hours) 8am to 5pm – but we can be flexible for the right candidate
- Benefits:** We offer an attractive benefits package that includes 20 days' holiday (pro rata for part time staff) plus an additional four days over the Christmas period and eight bank holidays.

## Aims and outputs

| Aims   | Outputs  | Frequency |
|--|--|-----------|
| <ul style="list-style-type: none"><li>To liaise with internal staff, external training and consulting associates, clients, professional organisations and examination bodies</li></ul>                                     | <ul style="list-style-type: none"><li>Ensure effective administration of training and consulting services.</li></ul>   | Daily     |
| <ul style="list-style-type: none"><li>To provide a support service for e-learning courses including dealing with queries, resolving issues and maintaining periodical contact with students and corporate client</li></ul> | <ul style="list-style-type: none"><li>To ensure students are fully inducted and supported as they commence their training</li></ul>  | Daily     |
| <ul style="list-style-type: none"><li>To ensure that any technical or content-related queries relating to our e-learning courses are passed on to the relevant contact within International Workplace</li></ul>            | <ul style="list-style-type: none"><li>To ensure all queries are dealt with promptly and that issues are dealt with, to also enable periodical contact with students</li></ul>  | Daily     |
| <ul style="list-style-type: none"><li>To utilise web-based and paper-based administration systems</li></ul>  | <ul style="list-style-type: none"><li>To confirm arrangements (e.g., issue of joining instructions and Purchase Orders) with all parties in a timely and efficient manner</li></ul>  | Daily     |
| <ul style="list-style-type: none"><li>To ensure that electronic and paper filing systems are maintained</li></ul>  | <ul style="list-style-type: none"><li>That work is administered in accordance with the workflow set out in the company administration procedures</li></ul>   | Daily     |
| <ul style="list-style-type: none"><li>To ensure that all accredited training (e.g. under CIPD, IEMA, IOSH and NEBOSH training programmes) is administered properly</li></ul>   | <ul style="list-style-type: none"><li>To ensure compliance with the standards of the examination body, in particular with regard to the timely registration of students for examinations, scheduling of courses, marking and moderation of student material and timely issue of certificates</li></ul> | Daily     |
| <ul style="list-style-type: none"><li>To liaise with team members, including making up hard copy delegate packs from electronic</li></ul>  | <ul style="list-style-type: none"><li>To ensure that training materials are prepared to a high standard and are produced cost-effectively</li></ul>  | Daily     |



|  |   |             |
|--|---|-------------|
| materials provided.  | and in a timely manner  |             |
| <ul style="list-style-type: none"><li>To liaise with team members to ensure that e-learning course content is prepared</li></ul>   | <ul style="list-style-type: none"><li>Ensuring high standard and that they are produced cost effectively and in a timely manner</li></ul>   | Daily       |
| <ul style="list-style-type: none"><li>To be support the Operations Manager with the administration of all courses taking place in London (and Cambridge if required) including the smooth running of these courses when they take place.</li></ul> | <ul style="list-style-type: none"><li>To include:<ul style="list-style-type: none"><li>checking and maintaining facilities</li><li>ensuring the room is set up correctly before and after courses take place</li><li>liaising with Temporary Catering Staff to ensure that the courses are serviced throughout</li><li>to be responsible for any examinations that take place in the centre</li><li>welcoming and registering visitors, and providing whatever assistance is needed to deliver a high quality service to guests</li></ul></li></ul> | Daily       |
| <ul style="list-style-type: none"><li>To deputise for the Centre Manager – London in their absence.</li></ul>  | <ul style="list-style-type: none"><li>To ensure provide cover when required to ensure the smooth running of courses across both centres as required</li></ul>   | As required |
| <ul style="list-style-type: none"><li>To provide administrative support to the Operations Manager, and consultants from within the four practice areas (health and safety, environmental, HR and employment relations, and recruitment).</li></ul> | <ul style="list-style-type: none"><li>Working with the sales and marketing team to identify and secure follow-up business</li></ul>   | Weekly      |
| <ul style="list-style-type: none"><li>To adopt an entrepreneurial approach to client relationships.</li></ul>  | <ul style="list-style-type: none"><li>Ensuring the smooth running of the office</li><li>Ensuring effective communication and liaison to build strong relationships</li></ul>  | Daily       |
| <b>General duties</b>  |   |             |
| <ul style="list-style-type: none"><li>To communicate with people at varying levels within organisations, including managers, directors and business owners.</li></ul>  | <ul style="list-style-type: none"><li>Be familiar and ensure working practice and day to day interactions are in line with our company values</li></ul>   | Daily       |
| <ul style="list-style-type: none"><li>To be committed to the concept of a paperless office and networking community.</li></ul>   | <ul style="list-style-type: none"><li>To meet our Environmental Policy values and requirements</li></ul>  | Daily       |
| <ul style="list-style-type: none"><li>To keep yourself and your colleagues motivated in order to increase productivity.</li></ul>  | <ul style="list-style-type: none"><li>To maximize relations with our students and be familiar with the content of all courses</li></ul>   | Daily       |
| <ul style="list-style-type: none"><li>To keep up to date with knowledge of health and safety and HR law and</li></ul>  | <ul style="list-style-type: none"><li>To ensure an effective and excellent service at all times</li></ul>   | Daily       |



practice and attend client events when required.

- Any other reasonable duties required by your line manager.

**Daily**

## Person specification

### Qualifications / accreditations

#### Essential

- GCSE English and Maths (or equivalent)

#### Desirable

- 'A' Levels (or equivalent) or a Degree

### Skills, knowledge, experience

#### Essential

- Commercially and financially aware
- Excellent written and oral skills including telephone skills
- Good negotiation and listening skills
- Demonstrable experience in office environment and knowledge of office procedures
- Excellent planning and organisational skills
- Strong ability to prioritise workload
- Numerate
- A sound knowledge of technology including the ability to use email, Internet, MS Office

#### Desirable

- Demonstrable experience in organising training courses and events
- Regular contact with managers/ directors of organisations
- Experience of using databases and e-learning packages

### Personal Attributes

#### Essential

- Close attention to detail and working in a systematic manner
- Service focused and practical
- Self-discipline and resilience
- Articulate, bright and confident with the ability to build client relationships and influence others
- A desire to deliver quality training courses and events
- Enthusiasm
- Flexibility to adapt to the changing needs of an innovative and fast moving business
- Professional appearance

#### Desirable

- Confidence, ability to influence others
- An appreciation of high quality service