Technical Administrator UK

Core purpose of job:
The Technical Administrator will play a central role within The Fostering Networks Practice, Learning and Development service taking a lead on the co-ordination and administrative duties and technical online developments.

Key areas of responsibility:

1. Overall co-ordination and oversight of administration for the L&D function

2. Support the facilitation of training courses delivered both virtually and in-person.

3. To support and facilitate the technical operation of online and in person training and events.

4. To order and maintain stocks of, publications and other resources.

5. To assist the department in the production of reports including gathering relevant information and statistics.

Position reports to: Learning and Events Manager

Position is responsible for:
No line management responsibility

Length of contract: Permanent

Salary: Band H - £27,000 - £32,000 starting salary dependent on skillset and experience

Main Duties:

1. **Overall co-ordination and oversight of administration for the L&D function**

- Provide administrative support and oversight to the planning and coordination of the Practice, Learning and Development department.
- Organise meetings and forums for the department
- Attend meetings to take the minutes, at times reflecting complex discussions, and to collate and distribute papers in liaison the with Chairperson.
- Monitor tender opportunities and highlight them to the Learning and Development Manager and the team.
- Respond to incoming emails in a timely manner, ensuring that information is shared with the correct person.
- Act as a front-line response service to all enquiries into the department.
- Responsibility for invoicing and managing commissioner contracts.
- Work to all quality assurance processes.

2. **Support the facilitation of online and in person training, conferences, events and consultancy.**

- Support the facilitation of training courses, delivered both virtually and in-person.
- Co-ordinate requests for commissioned and open access training and undertake associated administrative tasks.
- Be responsible for training materials and delegate packs for distribution.
- Be the key link person for any IT requirements for the department and those attending training, conferences and events.
- Co-ordinate a variety of documents including training confirmation letters, programmes, handouts, certificate and other documentation as required.
- Take responsibility for administration of conferences including contact with speakers and Chair in terms of their presentations and any relevant papers.
- Source venues and negotiate costs within an agreed budget for conference and workshop events.
- Attend conference events and in collaboration with the venue staff, be responsible for the smooth running of the day.
- Co-ordinate all consultancy requests and support the Learning and Development Manager with the administration, booking, invoicing and feedback from consultancy.

3. **To support and facilitate the technical operation of online and in person training, conferences and events.**

- Develop and maintain appropriate technical online systems: Eventbrite, Zoom, Teams, SharePoint, Dynamics 365 and the CRM in adherence with data protection legislation.
- Administer The Fostering Networks e-learning platform.
- Support online technical services to ensure the effectiveness of online training delivery.
- Support the development of on-line training through the e-learning platform.
- Support the Learning and Events manager to update the website with all training, conference, event and department information.
- Ensure website content is current and signpost to relevant individuals to update when required

4. **To order and maintain stocks of publications and other resources.**

- Maintain levels of stock in the publications bookshop.
- Co-ordinate invoicing through publications and other resources.
- Schedule for update requirements for publications and other resources to be undertaken

5. **To assist the department in the production of reports including gathering relevant information and statistics.**

- To record relevant information on spreadsheets and databases which will be required for inclusion in reports.
- Record all evaluations and report on findings and statistics.
- Record a monthly spreadsheet report of income generation.

Key competencies required for the role

Essential
- Administrator with a minimum of 3 years' experience in a busy office environment
- Excellent administrative skills and experience of Microsoft including all applications.
- High levels of competence with online e-learning platforms
- Experience of facilitating and supporting online and/or in person training, conferences and events.
- Experience of taking minutes at meetings
- Have a commitment to equality, diversity and inclusion.
- Ability to work collaboratively in a busy organisation.
- Good interpersonal and communication skills
- Skills and confidence to work autonomously using own initiative and seeking advice when needed.
- Good literacy and numeracy skills, including ability to process financial information.
- Be flexible and able to multi task to meet set deadlines

Desirable
- Experience of working within, or closely with, the independent or third sector
- Experience of working across a national remit
- Care experienced or lived experience of foster care
- Experience of delivering foster care as a practitioner in local government or the independent sector

Qualifications & minimum requirements for the role
- Level 3 Business Administration or equivalent in a related field