

Job description

Title:	Training Administrator
Location:	Oxford
Salary:	£22,017 - £25,482
Hours:	Full time 36.25 per week
Contract type:	Fixed term – 2 years in the first instance (end date 31/01/2021)

Reporting to

The Oxford Mindfulness Foundation

The Oxford Mindfulness Foundation is a registered charity trading as The Oxford Mindfulness Centre (OMC) which is world renowned as an international centre of excellence. Closely affiliated with the University of Oxford we operate within the structures of the Charities Commission, supporting and housed within Oxford University's Department of Psychiatry. Our shared vision enables us to work with partners around the world to work towards the prevention of depression and enhancing human potential through the therapeutic use of mindfulness. The OMC has been at the forefront of research and development in the field of mindfulness and has extended its reach to include training and education, clinical services and engagement and advocacy, promoting the benefits of mindfulness globally.

For more information please visit <http://www.oxfordmindfulness.org>

Job description

Overview of the role

We are looking for a full time Training Administrator to join the Operational team, the role is critical to the day-to-day running of our centre. It would appeal to someone who wishes to be at the heart of our mission to enable access to MBCT to all areas of society in various formats. The post holder will work closely with the Centre Coordinator, Training Coordinator colleagues and the Management Team of the OMC to provide day-to-day support of our training courses, with a strong emphasis on great customer service.

With a good general education, the post holder will have significant administrative experience, preferably including event organisation and working with colleagues located elsewhere geographically. Along with excellent communication skills and a professional approach to your work; this is a responsible role that requires a high level of confidentiality, reliability and organisation of time in order to meet the many

deadlines involved. The successful candidate will be able to exercise judgement and make recommendations / decisions on complex matters within established policies and procedures. You will also need to have excellent computer skills, including the use of databases, spreadsheets and web content management systems. The post holder will be located in the Oxford Mindfulness Centre in Oxford.

Responsibilities/duties. The postholder will:

- Be the first point of contact to customers and stakeholders of the OMC, providing a professional and warm welcome, face-to-face, on the phone, or email.
- Be responsible for the administration of a range of classes, courses and workshops, from enquiry to participation and certification.
- Handle large numbers of enquiries from customers requiring advice and information, judging when to provide information or to progress matters as appropriate.
- The primary source of information on matters of training administration, maintaining and improve systems and processes as appropriate.
- Organise and distribute course materials.
- Proof read documents and ensure continuous high quality materials are used.
- Collate, analyse and disseminate both contributor and participant feedback; identifying options for improvement.
- Provide front of house assistance to customers attending courses at the OMC, including reception, registration, and general support.
- Use Word, Excel, Access and Online Store with high attention to detail.
- Communicate effectively and maintain professional working relationships with staff at all levels.
- Assist with the organisation of internal and external meetings.
- Contribute to the smooth running of the office, eg overview and order of supplies.
- Undertake any other projects which may arise on an ad-hoc basis for the team, as approved by the Chief Executive Officer.

How to apply

If you consider that you meet the selection criteria (below), please send a covering letter and CV to the Chief Executive Officer - Sharon.hadley@psych.ox.ac.uk. Please detail how you meet the personal specification details and provide references who could be contacted if you are successful at interview.

All applications must be received by midday on the **22nd January 2019**. Applicants will be informed of the shortlisting decisions by 5pm on **Friday 25th January 2019**.

Interviews will be held the morning of **Monday February 4th 2019** with an immediate start required.

Selection criteria

	ESSENTIAL	DESIRABLE
Work related experience		
	<p>Significant previous experience as an Administrator in a complex environment.</p> <p>Strong customer focus and proven track record in delivering high levels of service.</p> <p>The confidence and ability to interpret information and provide guidance to customers.</p> <p>Experience of delivering events, conferences, courses and/or training.</p> <p>Genuine interest in Mindfulness and the willingness to undertake a basic introduction course to understand the intervention.</p>	<p>Experience of working within a medical / academic / scientific environment</p> <p>Evidence of continuing professional development.</p>
Skills & Attributes		
Qualifications	A good level of education e.g. qualified to at least 'A level' standard or equivalent.	Degree educated
IT	<p>Proven IT skills including a good working knowledge of Microsoft Office (Word, PowerPoint and Excel).</p> <p>Accurate typing and ability to work with spreadsheets with high attention to detail.</p>	<p>Knowledge of Access, Marketplace and Online Store</p> <p>Recent experience of developing and maintaining websites with content management systems.</p> <p>Knowledge of Word Press.</p>
Planning & Organising	<p>Ability to work independently, often without direct supervision.</p> <p>Ability to manage personal workload to prioritise competing demands efficiently and to work accurately under pressure.</p>	Experience of delivering events, conferences, courses and/or training.

	<p>Appropriate use of initiative and ability to work to tight deadlines.</p> <p>Experience of data administration, including excellent attention to detail and a methodical approach.</p>	
Team Work	<p>Ability to work within a small team efficiently and in a flexible manner.</p> <p>Experience of working with people at a geographical distance.</p> <p>Flexible collaborative approach, self-motivated and resilient</p>	
Problem Solving	<p>Ability to respond with flexibility to problems that arise.</p> <p>Confidence in learning new skills.</p> <p>Evidence of tact and discretion in dealing with extremely confidential or sensitive matters</p> <p>Sound judgement and the ability to quickly acquire knowledge</p>	
Communication skills	<p>Good communication skills with a professional, diplomatic and mature approach to work.</p> <p>Sensitivity to confidential issues and a patient and tactful manner and the ability to communicate with people at all levels.</p> <p>Able to convey factual information clearly and accurately, explaining detailed information.</p>	<p>Experience of communicating information in a range of ways to different audiences, providing advice and guidance.</p>

Training will be provided where necessary, and the successful candidate should expect to attend occasional training courses in line with operational requirements.