

# Role profile

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<b>Role title</b>	<b>Training Administration Support</b>
<b>Section</b>	<b>Training Academy</b>
<b>Directorate</b>	<b>HR</b>
<b>Reports to</b>	<b>Academy Manager</b>
<b>Date</b>	<b>January 2023</b>

## Purpose of the role

As Training Academy administrator, your role is to provide support for the effective running of the Electricity North West Training Academy and Apprenticeship Team and the wider Engineering directorate, as appropriate.

A key part of your role will be liaising with both internal and external customers to provide them with the appropriate training, interview and trade test dates to obtain or retain their competency and authorisation as appropriate, ensuring that all pre-requisites are met and in line with current competency frameworks.

You will act as a point of contact for training and authorisation related enquiries, and process requests and activities through the current processes and in-house systems. This includes dealing with training requests, booking forms, registers, competency codes requests, interview requests and training refresher requirements. You will plan, programme and administrate the delivery of internally and externally sourced training to meet the needs of the business and third-party contractors working with Electricity North West.

## Principal accountabilities

- Answer general training and authorisation queries via email and telephone from internal and external customers
- Provide a professional and customer focussed 'first point of contact' for delegates (internal and external)
- Advise internal and external customers of training and authorisation routes that are available to them and how to achieve them efficiently
- Arrange training courses and authorisation interviews with internal and external providers, capturing course details on the Learning Management System, and organise the logistics
- Update delegate training competence and authorisation records for internal and external staff
- Update training admin material, as necessary
- Create and update assessment papers via appropriate systems
- Use SAP to assist with the procurement process and general ordering of goods
- Ad-hoc administrative duties in support of departmental objectives (including reception duties)



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*"We are adaptable, always looking for better ways to get things done"*

*"We take pride in all we do because it matters to people's lives"*

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## Key relationships (*Internal & External*)

- Head of Technical Training and Assurance
- Academy Administration Manager
- Academy Technical Training Manager
- System Operations Manager
- Academy Administration Team
- Academy Training Team
- Contractors/Sub-contractors
- External Training Providers
- Wider ENWL business

## Knowledge and skills (*e.g. Specific industry or technical / professional / educational qualifications, key competencies, skills, behaviours or experience needed to satisfy full requirements of the role*)

To succeed in the role, you must be confident in communicating via email, phone or face to face. Be highly organised with excellent attention to detail and willing to work flexibly to support the wider Training Academy team in achieving targets and objectives.

As the successful candidate, you will:

- Experience of working as an administrator within a customer focussed environment
- Excellent customer service and communication skills, with the ability to communicate effectively with colleagues, customers, suppliers and internal departments across the organisation.
- Understanding of the electricity network
- Good timekeeping and attendance
- Self-motivated and organised team player with excellent attention to detail
- Ability to work under pressure to meet deadlines and targets; prioritise work and use your own initiative to resolve issues
- Experience of SAP procurement process and general ordering of goods and invoicing (not essential)
- Excellent IT and computer literacy skills (in particular MS Office and Excel) with the ability to learn new systems quickly.
- A full UK Driving License

## Behaviours

You will also demonstrate abilities across the full spectrum of our behavioural competencies:

- Interpersonal Awareness
- Concern for impact
- Customer Understanding
- Initiative
- Concern for Excellence



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**Electricity North West Limited  
Job Role Profile**

- Results focused
- Flexibility