



## Administrator

### Job Description / Person Specification

Established in 1985, Challenge Consultancy Ltd specialises in the provision of diversity and inclusion training services. With the acquisition of several prestigious clients including The Houses of Parliament, L'Oreal Paris, the Barbican, and numerous universities and charities we are experiencing increasing demand.

Since inception, Challenge has assisted organisations to address equality issues and incorporate them into their policies and systems, their practices and their culture.

Training courses, programmes, workshops and consultancy are delivered by Challenge's Chief Executive and Founder, Femi Otitoju, its Training Director, Donna Carty, our in-house training team and a diverse range of Associate Trainers. The operational delivery, business development and course reviews are undertaken by a small office-based core team.

Reporting to the Delivery Manager, the Administrator will work alongside other Administration staff, as well as a Finance Officer, to support organisational delivery aims by providing a range of administrative functions. The postholder will be skilled at multi-tasking, prioritising and excellent customer service to ensure our managers and clients receive a high-quality service.

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#### MAIN DUTIES AND RESPONSIBILITIES

##### Administration

##### 1. Administration of services:

- Use a database to manage training bookings and other services, maintain the diary, organise training and meetings and track new and existing client information
- Liaise with customers and training associates
- Support the in-house and associate training team as required
- Arrange all that is required for the efficient running of training courses including bookings of actors, hotels, travel
- Collation, analysis and processing of training evaluations
- Formatting and design of course materials to a high quality
- Prepare course materials including photocopying

##### 2. General office duties:

- Deal with telephone and email enquiries
- Update computer-based information
- General administrative support
- Ordering of office supplies
- Managing the meeting room
- Advising and supporting the team with use of equipment, e.g. photocopier, laminating, computers, projector etc.



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### 4. Other

- Uphold Challenge Consultancy's Equality, Dignity and other policies.
- Uphold Challenge Consultancy's Environmental Sustainability Policy
- Carrying out small projects
- Such other duties as may be required and which are consistent with the duties of the post outlined

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### Person specification

**Assessment Stage:** Application Form = A    Test = T    Interview = I

<b>Experience</b>	<b>A</b>	<b>T</b>	<b>I</b>
Experience of working to a high-quality standard in an office administrative role	✓		✓
Experience of using a wide range of Microsoft computer applications, in particular Word, Outlook, Excel, Access (or other databases) and PowerPoint		✓	✓
<b>Skills and Abilities</b>			
Excellent communication skills, both written and oral, and ability to deal effectively with colleagues and customers face-to-face, by email and on the telephone	✓		✓
Excellent planning and organisational skills	✓	✓	✓
Ability to work flexibly, take initiative and problem solve	✓		✓
Excellent attention to detail and accurate data entry		✓	✓
Ability to prioritise and to work to deadlines with good time management skills		✓	✓
Good at working calmly under pressure, being flexible and multi-tasking	✓	✓	✓
Ability to work independently and take initiative as well as being a proven team member	✓		✓
Good overall practical IT skills		✓	✓
<b>Knowledge</b>			
An understanding of and interest in the issues surrounding inequality in society today	✓		✓



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### Main Terms and Conditions

- Job Title:** Administrator
- Hours:** 40 hours per week
- Term:** Permanent
- Salary:** £24,000 per annum full time (40 hours)
- Annual Leave:** Full time employees are entitled to 20 days holiday in each Holiday Year plus Bank and other statutory holidays occurring during the course of your employment, part time employees receive a pro-rata entitlement.

Appointments subject to receipt of satisfactory references and a probationary period of 6 months.

Please go to our website <http://www.challcon.com/jobs.html> to download an application form. Submit your completed application to [neha@challcon.com](mailto:neha@challcon.com) by the closing date.

**Please note CVs will not be accepted.**

### Key dates:

<b>Deadline to submit applications</b>	<b>Wed 5<sup>th</sup> May 2021</b>
<b>Assessments</b>	<b>Tues 11<sup>th</sup> May 2021</b>
<b>Interviews</b>	<b>Mon 17<sup>th</sup> May 2021</b>