



**JOB TITLE:** Professional Training Team Administrator  
**DEPARTMENT:** Professional Training  
**REPORTS TO:** Head of Professional Training  
**LOCATED AT:** Goldsmiths' Centre, Britton Street, Clerkenwell, London  
**HOURS:** Full time, permanent contract.  
Normal working hours are 9.00am to 5.00pm, Monday to Friday with an hour lunch break each day, although work outside these hours may be required, including evening and weekend working, to complete your duties.

**PURPOSE OF JOB:** To provide administrative support within the Professional Training Team, which includes the delivery of all training and educational courses, public programmes and widening participation events, contracted Goldsmiths' Company activity and externally funded projects which may include Service Level Agreements (SLA) and franchise contracts. Liaise between Professional Training and the wider Centre team across all elements to strengthen communication and delivery.

### MAIN RESPONSIBILITIES

#### Administrative

1. Provide diary coordination for Professional Training and Head of Professional Training; arrange meetings, catering, etc. as required.
2. Undertake calendar and room management based on team requirements;
3. Undertake day-to-day Client Relationship Management software tasks; including timetabling, recording charitable contributions, booking courses in professional training rooms and maintenance of relevant contacts and invite lists including those for public programming and exhibition private view events;
4. Ensure all course and bursary application forms and event listing copy for the website is accurate;
5. Data analysis of CRM and creation/distribution of surveys to inform programming/course content;
6. Update and maintain programme and short course reports via CRM;
7. Deal with generic enquiries via email and phone.

#### Academic

1. Provide administration of applications for all courses including arranging interviews and coordinating attendees and applicants where required;
2. Provide general course administration; producing paperwork, registers and take in work as required from applicants and others;
3. Support the development and evaluation of all courses, short courses and public programming as required; including liaising with tutors/speakers and participants;



4. Request lists of specific materials for short courses and events based on tutor requirements;
5. Undertake paper and electronic file management of student and apprentice records;
6. Undertake registration and other related tasks with relevant Awarding Organisations and funding organisations e.g. City & Guilds, SLAs, franchise agreements etc.

#### Financial

1. Process apprentice, foundation, short course, events, exhibition and other related purchase orders for tutors and guest speakers through E-BIS (financial system);
2. Process apprentice, short course and other related bursary payments;
3. Effective communication with existing and new suppliers and Finance department; including processing new supplier forms & contracts;
4. Run monthly income and expenditure for all income generating short courses and public programmes;
5. Contributing to wider Centre budgeting process as appropriate.

#### Box Office (Occasional cover)

1. Sell tickets, manage RSVPs and guest lists for events and courses, responding to enquiries face to face, via telephone and through the online booking systems;
2. Deal with all pre and post communication with delegates booking on a course includes sending out confirmation letters and post event surveys;
3. Ensure that all income received can be accurately accounted for, reported on and is always adequately secured;
4. Process and respond to Gold membership bookings via CRM for in-house facilities.

#### Reception (Occasional cover):

1. Be the first point of call for all visitors, customers, tenants and staff visiting, calling or emailing the Goldsmiths' Centre; offering customer service to a high standard;
2. Sign in, distribute and collect security passes from visitors and events delegates;
3. Book private cars as necessary;
4. Ensure that the welcome screens are up-to-date and accurate;
5. Provide administrative support as necessary;



*The*  
**GOLDSMITHS'**  
*Centre*

CREATIVITY | CRAFTSMANSHIP | COMMUNITY

## General

1. Liaise with internal departments to book event spaces & facilities and ensure reception and security have information required;
2. Taking an active role in day-to-day operations of the Centre, liaising with other members of staff and externally with members of the public and industry;
3. Be prepared to undertake any task that might reasonably be required.

## PERSON SPECIFICATION

### The Candidate

- Excellent organisation skills
- Fluency in IT skills
- Strong inter-personal skills
- Can work on their own initiative
- Resourceful problem-solver
- An industry or design background is desirable
- Preferably educated to degree level

### The Role

The Goldsmiths' Centre is a Charity established by the Goldsmiths' Company, one the Great Twelve Livery Companies of the City of London, and the support of those working or aspiring to work within the goldsmithing industry is at the core of what we do. As our work around education and training is continuing to develop we require an Administrator to support our Professional Training team and assist the development of programmes which meet the Centre's charitable purpose and are commercially viable.

You will be someone with strong organisational and administrative skills, capable of juggling a range of tasks and prioritising these accordingly. You will be used to using your initiative, working well with others as well as autonomously, to ensure that work is completed in an accurate and effective manner. You will have excellent communication skills, both written and verbal, as this role will require you to liaise with colleagues, designers, craftspeople, tenants, external curators, partners and event participants.

Preferably educated to degree level and with a background in the industry or design you will be as passionate about beautiful objects and fine craftsmanship as we are!