



Job Description:

Skills Training Team Administrator

Company: Centre for Effective Dispute Resolution

Department: Skills – Training and Consultancy

Job Title: Training Team Administrator

Reporting to: Training Team Manager

Important Relationships:

Internal: Training Team members

External: Clients, Customers, Faculty

About the role

As part of the Training team, the Administrator will play an important and integral role, working closely with the Course Managers, Director and Consultants. The team are primarily engaged in business development, course management, design, development and delivery to meet the needs of particular clients in the fields of mediation, negotiation and conflict management. The Team Administrator will support the team through the entire process of course delivery.

Responsibilities including and not limited to:

- Responding to enquiries to new and existing clients via email and telephone
- Managing the general enquiries email inbox
- Preparation and dispatching of all pre-course reading and on-course materials
- Archiving of all course related information
- Post course actions including production of certificates and dispatching participant results
- Proactively supporting the course managers. Tasks may include taking materials to venue, booking travel arrangements etc
- Updating and collating data
- Ad hoc administration, including but not limited to, ordering couriers, maintaining the team stationary area, taking minutes in meetings etc



Personal Requirements

- Capable of working on own initiative with minimal supervision, but also able to be an effective part of the team
- Flexible attitude to a workload that will constantly change and develop
- Ability to remain calm under pressure and prioritise tasks efficiently and effectively
- Methodical and precise approach to administration systems
- Good time management
- Proactive approach to work

Essential Experience and Skills Required

- Impeccable organisational skills, including the ability to plan ahead and anticipate potential problems
- Ability to prioritise and adhere to deadlines
- IT literacy (Windows XP/Microsoft Office/database/E-mail)
- High level of accuracy and attention to detail
- Professional & polite telephone manner
- Excellent communication and inter-personal skills
- Ability to build and maintain close working relationships with all levels of staff, across all teams
- Ability to engage professionally with (sometimes difficult) clients.

About CEDR

The Centre for Effective Dispute Resolution (CEDR) specialises in mediation and alternative dispute resolution (ADR). We are an independent non-profit organisation and a registered charity.

Our aim is to provide society with skills and solutions for effective dialogue, and to bring about sustainable change.

To achieve this, we operate in four main ways:

- Promoting mediation through events, schemes and services.
- Providing dispute resolution for individuals, businesses, and other organisations.
- Training mediators – to date, we've trained over 5,000 mediators worldwide.



- o Offering consultancy to organisations to help prevent and resolve conflict.

Whether you're an individual consumer, a business, or any other organisation, we're here to help you.

Location

City of London, near to Blackfriars tube station.

Salary

£22,100

Hours

35 hours per week 9:30am – 5:30pm with one hour for lunch. Flexibility is, however, essential as client requirements may dictate earlier start times, or later finishes, from time to time.

Benefits

CEDR offers a package of benefits including 28 days' holiday, season ticket loan, contributory pension, private medical and life insurance schemes.

CEDR is an equal opportunities employer and encourages applications from all sections of society.

Application procedure

Interested applicants should write, including a full CV, to:

Annamarie Savill,
Head of People and Corporate Services
Centre for Effective Dispute Resolution,
70 Fleet Street,
London EC4Y 1EU

Email: recruitment@cedr.com

