

Publishing Training Centre: Job description

Designation: Course Administrator, full time

Location: PTC Office, London, UK

General Description

The main purpose of the role is to help ensure that all students, tutors and courses are fully supported by taking ownership of the administrative processes required for all Short (both Open and In-Company) and Self-Study courses. The Course Administrator will liaise with tutors, external customers and delegates and will maintain the PTC's high standard of customer service.

Primary Objectives

- To assist in maintaining the course calendar on the PTC database
- To process bookings and enrolments
- To ensure that all course materials are prepared and delivered on time and to exacting standards
- To maintain a digital library of course materials and preparation instructions
- To process Self-Study assignments, both hard-copy and digital
- To keep the database up-to-date with contact information of tutors and students/delegates
- To create and distribute online course assessments forms
- To answer general queries by email and telephone
- From time-to-time, provide cover to respond to enquiries and comments on the PTC's social media platforms

Key Requirements

- Bachelor's degree
- Excellent communication skills (written and spoken)
- Attention to detail and time management
- A flair for organisation
- Self-motivated
- Able to work under own initiative as well as in a team
- Good working level of computer competence, including MS Office
- Experience of database maintenance and record keeping
- A quick learner who can swiftly familiarise themselves with PTC products, courses and procedures
- Experience of working with Adobe Acrobat Reader/Pro and website content management systems would be advantageous
- An understanding of how to use key social media channels, including Twitter, Facebook and LinkedIn
- Training will be provided

To apply for this role, please send your CV to recruitment@publishingtrainingcentre.co.uk