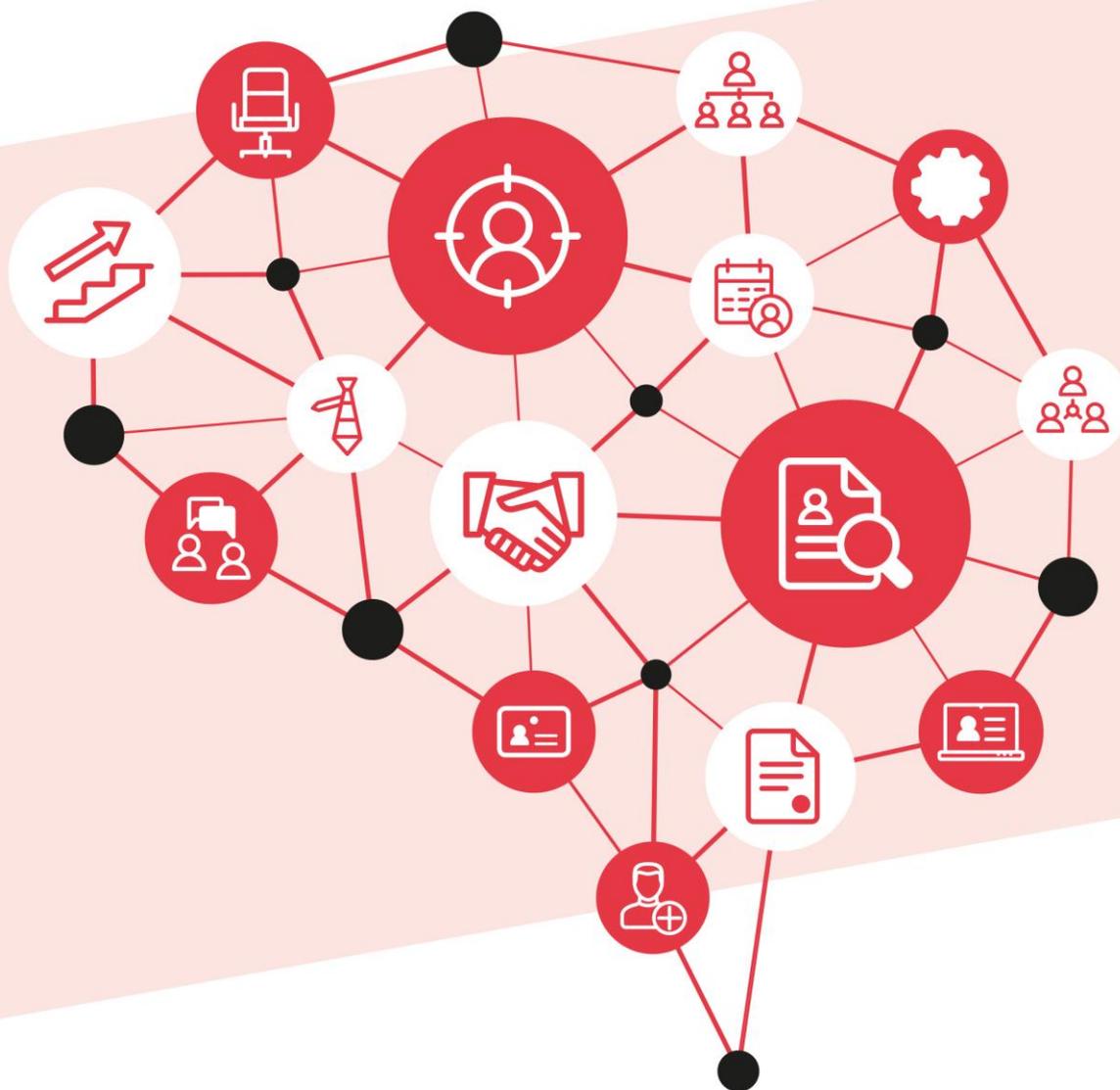




CI Arb
evolving to resolve

Recruitment pack



Leadership
Teamwork
Self-management
Transparency

Enthusiasm
Excellence
Initiative
Focus

www.ciarb.org



CI Arb is a registered Charity in
England and Wales, No: 803725

Job description

Job Title: Training Customer Service Administrator

Date: April 2021

Reporting to: Senior Training Engagement Officer

Location: London with occasional travel

Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 16,500 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIArb works in the public interest through an international network of 41 branches.

Job Purpose

The role of Training Customer Service Administrator within the organisation will be to support the pre-delivery (from the first customer contact up to enrolments) of all CIArb membership and CPD courses, in accordance with CIArb quality system.

Key Responsibilities

- Assisting the Senior Training Engagement Officer and the Department in the pre-delivery of membership and CPD courses, both face to face and virtually;
- Working with the other Education sub-teams as required;
- Daily management of Education Inbox and Education Hotline;
- Regularly updating Course Information Sheets and other courses materials;
- Setting up of courses on Moodle;
- Supporting customers with bookings and payments, including receipts and invoices;
- Inputting data on the CRM and E&T trackers to ensure that all courses are effectively managed up to enrolments;
- Using Moodle to administer courses and supporting candidates on all courses;
- Assisting with finance issues as required for the pre-delivery of all courses;
- Assisting with the marketing of all Education and Training courses and assessments.

Requirements

Essential:

- Excellent written and verbal communication skills in the English language;
- Experience of working in the educational environment, particularly with respect to course organisation;

- Experience in a customer-facing or client-facing role;
- Ability to manage multiple projects adhering to logistics, timescales and deadlines;
- IT experience of using MS Office (including Word, Excel and Outlook) and databases;
- Previous experience with Moodle and CRM systems;
- Strong attention to detail;
- Strong organisational skills;
- Ability to work both independently and as part of a team;
- Professionalism and good humour in developing positive working relationships;
- Professional business appearance at all times.

Desirable:

- Experience of working in a membership organisation;
- Experience of working in an educational body or training organisation;
- Experience of working in a multi-cultural environment;
- Experience in using MS Access database;
- Knowledge of a second language.

Summary terms and conditions

Contract: Fixed-term contract (until end of 2021)

Salary: £27,000 per annum

Annual leave: 25 days holidays per annum plus UK bank holidays

Pension: Minimum 8% Employer contribution with minimum 2% Employee contribution

Healthcare: Company scheme subject to terms and conditions.

Life assurance: Company life assurance scheme.

Other Benefits:

- Season ticket loan
- Cycle to work scheme
- Employee Assistant Program (EAP)
- Perk Box (employee money saving platform)
- Flexible working hours
- Social events e.g. Christmas party, summer party, International day, Charity events
- Weekly fitness classes
- Weekly yoga classes
- 1 a day (Fruit in the office)

Location: CI Arb Head Office, 12 Bloomsbury Square, London, WC1A 2LP

How to apply: To apply for this job opportunity, please click on [APPLY HERE](#)

Closing date: 09 May 2021