

Role Profile – The What, The Where, The How

POSITION	Training Administrator		
TEAM	People, Culture and Communications Team	LOCATION	Coastline House
VERSION	1.0	LAST UPDATED	September 2026

THE PURPOSE OF THIS ROLE IS TO

Provide efficient administrative support for the organisation's learning and development activities, ensuring training events are planned, coordinated and recorded effectively. The role supports colleagues, trainers and managers by managing training logistics, maintaining accurate records and responding to learning-related enquiries.

Specific Accountabilities – The What

In the role, day to day, you'll be responsible for:

1. Coordinating and schedule training sessions, workshops and development events in line with organisational requirements.
2. Booking training venues, meeting rooms, virtual platforms and any associated resources or equipment.
3. Managing training registrations, invitations and joining instructions for attendees.
4. Maintaining accurate attendance registers and training records, ensuring learning data is up to date.
5. Monitoring and managing the training inbox, responding to queries and directing requests as appropriate.
6. Liaising with internal trainers, external providers and colleagues to support the smooth delivery of training activities.
7. Preparing training materials, participant packs, evaluations and other administrative documentation.
8. Producing routine reports on training attendance, completion rates and learning activity as required.
9. Supporting learners and managers with access to learning systems, courses and development resources.
10. Ensuring training records, documentation and processes comply with organisational requirements and data protection standards.
11. Monitoring and maintaining mandatory and best practice training records for all colleagues, using Coastline's training platform.
12. Managing accidents, incidents and near miss records and tracking and providing relevant health and safety information for Committees and Managers.

Person Specification – The Who and How

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
Put our customers first
Be open, honest and accountable
Value each other
Strive to be the best
 - Possesses a good standard of education, literacy and ICT skills.
 - Has administrative experience in a busy office environment.
 - Can provide a high-quality customer service, dealing with queries and providing advice.
 - Holds a full driving licence or the ability to travel round the County as required;
- Some experience in the following would be an advantage:
- Training administration experience.
 - Health and safety administration experience.
 - Working knowledge of Health and Safety legislation.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

Reports to the Training and Development Partner

CONTACTS

Internal

- All managers across the Group, All colleagues across the Group

External

- Housing Associations, Training Providers, Suppliers, External Health and Safety Advisor, Agencies and Consultants

