

Our Mission

Mission: We are passionate about the transformative power of training, promoting equity of learning through expert, tailored, engaging and values-led training solutions.

Vision: We want to lead the way in revolutionising frontline services, through collaboration and community, to create a national standard of high-quality values-led training.

Our Values

Integrity | Excellence | Fairness | Collaboration | Innovation

Role Details

Job Title	Operations Administrator (Careers Project)		
Report to:	Operations Manager		
Weekly Hours	40	Salary	£27,976 - £28,288
Job Type	Permanent	Location	Hybrid - York base and flexible remote working

Main Duties

Job Overview

In this role, you'll play an important part in helping Transform Your Training run smoothly by providing organised, accurate and responsive administrative support across our operations, training delivery, programmes and projects. Working as part of the Operations Team, you'll support colleagues, facilitators, customers, learners and delegates by keeping information up to date, preparing documents, managing enquiries, supporting meetings and events, and helping our training activities run smoothly.

A key part of the role will include supporting the delivery of Transform Your Training's national Careers Adviser CPD Programme, funded by the Department for Education. This will involve practical administration across online learning, live webinars, Action Learning Sets, conferences and peer-learning opportunities.

This is a hands-on role for someone who enjoys being helpful, organised and reliable. The post holder will follow agreed processes, support colleagues with care and attention, and help ensure our systems, records and communications reflect TYT's commitment to integrity, excellence, fairness, collaboration and innovation.

Key Responsibilities

- Support the smooth day-to-day running of Transform Your Training by keeping records, documents, systems and information accurate, organised and up to date.
- Monitor and respond to enquiries through shared mailboxes, escalating queries, risks or issues where appropriate.
- Support the administration of training courses, programmes and projects, including registrations, joining instructions, attendance records, completion records, certificates and related learner, delegate or participant information.
- Maintain accurate booking, attendance, completion, customer, learner, training, project and organisational records in line with internal procedures, GDPR and confidentiality requirements.
- Prepare, proofread, format and update documents, templates, reports, joining information and participant communications in line with TYT standards, document control processes and accessibility requirements.
- Maintain digital filing systems, ensuring documents are stored, updated, archived or deleted appropriately.
- Book and support meetings, venues, travel, accommodation, resources, webinars, events and online learning sessions as required.
- Prepare meeting agendas and papers, take notes, record actions and maintain action logs or project trackers where needed.
- Support the administration of cohorts, events, meetings and conferences, including expressions of interest, contact lists, event registrations and communication records.
- Support the collection and collation of data, evidence, feedback, evaluation, accessibility and KPI-related information for operational and project reporting.
- Support internal procedures, guidance documents and operational processes, helping ensure work is delivered accurately, efficiently and consistently.
- Work to agreed timelines, service standards and internal processes, escalating risks, missing information or timeline concerns promptly.
- Work collaboratively with colleagues, customers, partners and stakeholders to provide organised, responsive and values-led administrative support.
- Undertake other administrative duties as required.

Note: This job description is not exhaustive and may be subject to change as the needs of the organisation evolve.

Person Specification

Qualifications required (provide brief details)
• Business Administration Level 2 qualification or equivalent experience. • Strong literacy and numeracy skills, demonstrated through qualifications, work experience, or equivalent experience.
Relevant experience
• Administration experience within an office, customer service, training, education, learning programme, events or project support environment. • Experience supporting learner, customer, partner or stakeholder administration, including shared inboxes and professional enquiries. • Experience using Microsoft 365 applications, including Outlook, Word, Excel and Teams. • Experience using databases, booking systems, CRM systems, learning platforms, training management systems or similar digital tools. • Experience maintaining accurate records for attendance, completion, feedback, certificates, evaluation or reporting. • Experience preparing clear, accurate and accessible documents, joining instructions, templates or communications. • Experience managing multiple administrative tasks and working to deadlines. • Experience supporting meetings, events, webinars or online learning sessions would be beneficial. • Strong written and verbal communication skills.
Desirable Knowledge and Experience
• Experience working within careers education, careers guidance, further education, schools, colleges, employability, skills, youth work or workforce development programmes. • Knowledge of the Careers Development Institute (CDI), Gatsby Benchmarks, Careers Hubs, careers education or careers guidance systems would be advantageous. • Experience working on projects that support young people, particularly those with Special Educational Needs and Disabilities (SEND), mental health needs, experience of care, Alternative Provision, or other groups facing barriers to education, employment or training. • Training 4 Influence qualification desirable. Candidates not already qualified must be willing to undertake the training following appointment as all TYT services follow the principles.
Personal qualities required for the role (provide brief details)
• Organised, reliable and able to manage workload effectively. • Comfortable working to deadlines, service standards and agreed processes. • Excellent attention to detail and committed to producing accurate work.

- Practical and task-focused, with a willingness to get things done.
- Proactive, adaptable and willing to learn new systems and processes.
- Helpful, calm and people-focused when supporting queries, access issues or practical barriers.
- Positive, professional and approachable when working with colleagues, customers, delegates, partners and stakeholders.
- Able to work independently and as part of a team.
- Able to handle confidential or sensitive information carefully and professionally.
- Confident escalating issues early when information is missing, timelines are at risk or people need additional support.
- Committed to high-quality support and values-led working.