



Property Care Association  
11 Ramsay Court, Kingfisher Way,  
Hinchingsbrooke Business Park,  
Huntingdon, Cambs, PE29 6FY

Tel: 01480 400 000  
Email: [pca@property-care.org](mailto:pca@property-care.org)  
Web: [www.property-care.org](http://www.property-care.org)

## Training Administrator (two-year fixed term contract)

We are looking for a friendly, proactive and well organised individual to join our small, fast growing team at our head office in Huntingdon. As the first point of contact within our training team, you will be comfortable speaking to potential candidates regarding course and exam enquiries, and discussing their potential options. This is an exciting role for someone who has good attention to detail, is people focused and able to work in a fast-paced environment.

### About the Property Care Association

The Property Care Association (PCA) is the UK's leading representative organisation for the protection of buildings championing high standards of professionalism, providing guidance, expertise, and advice for homeowners and professionals championing high standards of professionalism, providing guidance, expertise, and advice for homeowners and professionals.

Our skilled and audited membership operates across domestic, commercial and civil sectors in the structural repair, structural waterproofing, timber preservation, damp protection, flood remediation and invasive weed control industries.

With strict membership criteria, comprehensive training programmes and a wealth of information for professionals and homeowners, the PCA and its members help protect the integrity and comfort of buildings in new build and refurbishment projects whilst also being a reliable source of guidance and expertise.

### Key Deliverables

You will be a fundamental part of our fast growing team, advising delegates, maintaining excellent course booking records, raising invoices and ensuring the training team is well supported. You will need to be flexible and well organised when dealing with candidate and training team requests. You will be a good communicator, advising potential clients of the courses available and maintaining good relationships to encourage repeat bookings. There will be an opportunity to attend our courses and see first-hand what we offer.



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	Description of Deliverables	% of time
1.	<b>Training Enquiries/ Process Bookings:</b> <ul style="list-style-type: none"> <li>• Be the main contact for phone and email enquiries</li> <li>• Raising invoices, booking spaces and special requirements</li> <li>• Chasing and taking payments</li> <li>• Recording enquiries on our CRM Database</li> <li>• Maintaining communication with enquirers, tracking progress.</li> </ul>	40%
2.	<b>Course Administration:</b> <ul style="list-style-type: none"> <li>• Greeting candidates</li> <li>• Producing registers for courses and exams</li> <li>• Producing attendance certificates and sending to candidates after a course</li> <li>• Setting up the training room(s) for all events and internal meetings</li> <li>• Ordering course refreshments.</li> </ul>	15%
3.	<b>Website:</b> <ul style="list-style-type: none"> <li>• Ensuring the website is up to date with correct training and exam dates and availability.</li> </ul>	10%
4.	<b>Examinations Administration:</b> <ul style="list-style-type: none"> <li>• Supporting the team on exam days by invigilating exams and supporting candidates</li> <li>• Calling candidates before exam days to ensure they have the correct information.</li> </ul>	10%
5	<b>Online Training:</b> <ul style="list-style-type: none"> <li>• Attending online live sessions to provide training assistance to trainers and delegates as needed.</li> </ul>	10%
6	<b>Other roles:</b> <ul style="list-style-type: none"> <li>• Ordering training supplies</li> <li>• Keep training team dairies up to date with training and exam dates</li> <li>• General administration duties</li> <li>• Propose changes to processes and procedures based on own experience</li> <li>• Keep own skills up to date</li> </ul>	15%

	<ul style="list-style-type: none"> <li>Contribute to other activities as requested by line manager.</li> </ul>	
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**Am I suited to this role?**

Criteria	Essential	Desirable
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>A levels or equivalent qualifications</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience working in a customer facing role</li> <li>Customer service</li> <li>Organising work activities or events.</li> </ul>	Background within construction Worked with a CRM database and website editing.
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Microsoft office</li> </ul>	Working with a not for profit organisation
<b>Skills</b>	<ul style="list-style-type: none"> <li>Good customer service and communication skills</li> <li>Time management: working to deadlines and prioritising workload</li> <li>Ability to work independently and as part of a team</li> <li>Interpret, analyse and present information in a clear and concise manner</li> <li>Attention to detail</li> <li>Microsoft office.</li> </ul>	Desire to develop own skills
<b>Other</b>	<ul style="list-style-type: none"> <li>Willingness to travel to local and national events as required</li> <li>Team player</li> <li>Friendly and approachable.</li> </ul>	

**Further Information**

Full time (Working hours 9:00am – 5:00pm), office based. Part time working will be considered  
Two-year fixed term contract, with the possibility of extension  
£20,000 - £25,000 per annum  
Reporting to the Training Manager.

To apply, email [sarah@property-care.org](mailto:sarah@property-care.org) with a CV and maximum two-page covering letter. Applications will be reviewed as they are received.