



# Job Description

<b>Job Title:</b>	<b>CONSULTANCY AND TRAINING SUPPORT ASSISTANT</b>
<b>Reports to:</b>	Category Manager – Training Academy and Services
<b>Grade:</b>	Grade 4
<b>Date:</b>	August 2024

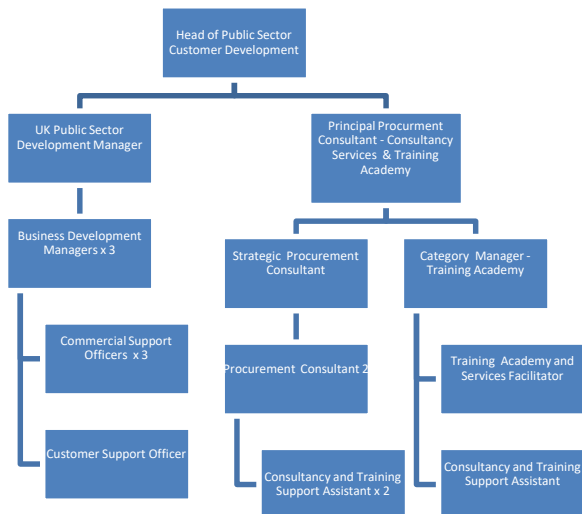
## 1. Job Purpose

Reporting to the Category Manager, Training Academy and Services, this role is an integral member of the Consultancy and Training Academy Team. The jobholder will support the development and growth of services delivered by these teams and the maintenance of strategic client relationships. The postholder will support the specific delivery of client solutions on selected projects as well as providing general support to the ongoing operation of the service.

The role will be responsible for supporting Consultancy and Training Academy Services delivery at YPO providing proactive and customer focused engagement. The primary goal is to support the delivery of opportunities to grow revenues by engaging effectively with existing and new clients as required and a positive experience to the client.

The role will require a high level of collaboration internally with other YPO departments to ensure that new opportunities, learning, and best practice are maximised, as part of a process of ongoing continuous improvement.

## 2. Organisational Structure



## 3. Dimensions

Financial – No financial or budget responsibilities

Staff – No direct reports

#### 4. Principal Accountabilities

- Management of the day-to-day administrative operations within the Consultancy and Training Academy team, including (but not limited to) inputting data to relevant system(s), and ensuring enquiries are appropriately managed.
- Ensure tasks are accurately completed daily and files and records are kept up to date through CRM.
- Provide administrative support to enable the Consultancy and Training team to focus on project client delivery.
- Implement, update, and maintain information on appropriate platforms such as Excel and Word to assist the service in maintaining client records and developing operational delivery to clients.
- .To attend meetings and take minutes as required.
- To book travel and accommodation as required or to liaise with Business Services.
- To develop and maintain effective relationships with key partners, service providers, stakeholders, colleague sand clients to support business needs.
- Undertake project work as required by the Consultancy and Training team
- Support the planning and delivery of client engagement activity including working collaboratively with internal colleagues.
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

#### 5. Planning and Organising

The postholder will:

- Demonstrate a good level of planning and organisational skills to ensure work is delivered effectively and that stakeholders and elected members are provided with the information they need on time.
- A commitment to delivering an excellent client experience when supporting projects.

#### 6. Decision Making

- All decisions can be referred to a senior officer

## 7. Internal and External Relationships

- Public Sector client base – both principal stakeholders and project-based contacts.
- External relationships - with agencies, contractors, and suppliers.
- Officers within YPO.

## 8. Knowledge, Skills, and Experience

Area	Essential	Desirable	Assessment
<b>Knowledge</b>			
Educated to NVQ level 3 or equivalent experience in a similar role.	X		Application Form
An understanding of what excellent customer care looks like and how that would apply to this role.	X		Application Form/Interview
Proficient in administration with the ability to use Microsoft Office – Word, Excel, PowerPoint, Outlook, and SharePoint.	X		Application Form/Interview
Knowledge and understanding of the UK public sector.		X	Application Form/Interview
<b>Skills</b>			
Ability to build and maintain effective relationships with both key internal and external stakeholders.	X		Application Form/Interview
Ability to analyse and understand data and draw conclusions/establish appropriate course of action.	X		Application Form/Interview
Effective communication and interpersonal skills with the ability to communicate to appropriate audiences.	X		Application Form/Interview
Ability to work on own initiative and/or effectively within a team.	X		Application Form/Interview
Ability to organise and prioritise workload to meet set deadline and targets.	X		Application Form/Interview
<b>Experience</b>			

Experience of maintaining accurate records & data.	X		Application Form/Interview.
Experience of working in the UK public sector.		X	Application Form/Interview.
Experience of working in a consultancy and/or training environment.		X	Application Form/Interview.

## 9. Special Features

This is a supporting role in a small team where everyone has a contribution to make to ensure the department is successful in meeting its objectives.

The job holder will be expected to efficiently do their job but also contribute to the continuous improvement culture and in line with YPO values.

The post holder will be expected to flag up, with the line manager, any administrative processes that could be streamlined with ideas on how things could be improved.

**Jobholder Signature:**

**Manager Signature:**

**Date:**