**JOB TITLE: Service & Training Administrator**

**Job Purpose**

To complete administrative tasks and provide practical support to the bereavement service and the training of professionals.

**Duties and Responsibilities**

**General duties**

* Complete administrative tasks assigned by the Office Manager/Assistant Office Manager to support the bereavement service of the charity
* Co-ordinate and administer the training offered by Nelson’s Journey to frontline professionals, volunteers, and other relevant groups supporting bereaved children
* Assist with preparations for therapeutic interventions

**Core tasks**

* Accept and record referrals made by telephone from bereaved families and professionals.
* Respond to enquiries for information regarding services and guidance offered by Nelson’s Journey and other agencies working with bereaved families
* Support preparation of materials for services including: activity days, residential weekends, NJ Youth Clubs, information packs, training sessions, bereavement groups, workshops, Youth Panel and Young Volunteer meetings and 1:1 work
* Make arrangements for the delivery of Nelson’s Journey services as required, including taxi bookings, liaising with volunteers, and room/venue bookings
* Administer the delivery of training, including by dealing with requests for training, ensuring that materials are up to date, provide costings of delivery within budgets, maintaining a timetable for training activities and actions required, recording feedback forms following training events, and undertaking other general tasks in support of training activities
* Support service monitoring processes including through data collection, data input, and statistical reporting
* Assist with the monitoring and submission of DBS checks and assist with the booking of Safeguarding training sessions
* Responsible for mail opening and processing, and maintaining the ‘sent post’ database
* Receive general enquiries by telephone, email, letter and in person, and pass on to the relevant person
* Check resource and stationery supplies
* Provide general administrative support including through the use of Word, Excel, PowerPoint, photocopying, minute taking, reports, databases, filing systems
* Assist with any other tasks as are reasonably required