Work Experience role profile

Role Title	Administration trainee
Department	Various: Finance, Human Resources, Marketing & Client Services
Business Unit	Oxford Group
Location	Eynsham, OX29 4TP

Everything we do contributes to achieving our purpose:
Helping people, organisations and economies develop their skills for growth. This purpose drives everything we do.

Our values

Our values Imagination, Integrity and Leadership are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

Role purpose

To support several functions such as Finance, Human Resources, Marketing and Client Services. During your time with us you will get exposure to all departments and will get an insight into how our business runs.

What you'll be doing

1. Project support
2. Employee satisfaction
3. Day to day finance administration
4. Marketing support & office support

What you'll learn

1. Project support
   - How to ensure key project managers deliver our training to time, cost and quality specific international clients
   - How to understand the client and project as well as how to complete key tasks such as; scheduling people onto sessions, contacting consultants and ensuring the materials are sent to the venue for the training.

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2. employee satisfaction
   - How to issue and analyse a monthly Pulse Survey and create a report to be shared with the Management Board.

3. Day to day finance administration
   - How to accurately complete a number of tasks including processing invoices, inputting and checking data, contacting clients and consultants.

4. Marketing & office support
   - How to format documents, create and update presentations and reports, answer switchboard and deal with internal and external queries
   - The way in which we promote our activities and to analyse our social media activity and recommend any specific actions that we can take to ensure we win new business.

What we're looking for

We can't live without you being…

- Curious (Imagination)
  - A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
  - Keen to learn
- Collaborative (Integrity)
  - A team player who enjoys being part of the team, supporting and leading as needed
  - Shares knowledge and expertise
- Compassionate (Integrity)
  - Thoughtful, compassionate and human in their dealings with people
  - Self-aware and aware of their impact on others - emotional intelligence
- Resilient (Leadership)
  - Confident in the face of push back and challenge from others
  - Doesn't lose sight of delivering to high standards even when under pressure
- Confident (Leadership)
  - Motivated to get things done and make them better
  - Pro-active in taking on what needs to be done and using their initiative
- Trusted (Integrity)
  - Goes the extra mile for internal and external customers
  - Takes ownership and accountability

We would love you to have…

- Experience using Excel, Word, Outlook
- Attention to detail and good organisational skills
- Motivation and enthusiasm

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- Strong communication (verbal and written)
- Experience of working to deadlines

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