

Job Description

Post Title: Trainee in Programme Administration

Faculty/Department: Henley Business School, Finland

Reports to: Programme Management

Purpose

Working alongside the head of Programme Management at Henley Business School in Finland, as part of a team of 6 people, to support a wide range of programme administration activities. This is an excellent opportunity for those looking for gaining experience in international event management and accounting, in assisting with programme management spanning from event invitations, to event organisation and invoicing.

This assisting role includes helping to maintain and improve customer satisfaction, assisting in achieving annual student recruitment targets, supporting marketing with raising brand awareness and enhancing the profile of the Business School internationally, representing the Business School at events and helping to produce printed and electronic materials.

Main duties and responsibilities

Printing material

- Production of a wide range of Henley Business School training materials and workshop handouts, including schedules, cases, articles and e-mail items. This may include copywriting, editing, proof reading and input into design.

Invitations and workshop preparation coordination

- Ordering the time tables from Henley's MBA faculty
- Assisting in sending the workshop invitations to the clients
- Helping to plan and execute invitations and instructions to special events like study trips, company visits, workshops in the UK and Germany
- Coordination of workshop schedule with the faculty member and the programme manager
- Requesting feedback forms

Assisting in travel management

- Briefing the travel agency of the travel needs
- Informing the participants of the travel arrangements
- Informing the clients of the taxi and transportation vendor
- Booking the needed rooms from Henley Business School
- Informing the clients of the hotels in Henley
- Informing the Henley UK's programme administrator or the workshop venue of special diets

Assisting in event management

- Booking the workshop facilities
- Ordering and informing of the needs in the conference room
- Ordering the catering to the participants
- Informing the vendor of the schedule and special diets
- Booking the breakout room facilities
- Making sure the Henley faculty member has all he/she needs in the workshop
- Planning and preparation of the facilitation for Business School workshops together with the programme manager
- Active cooperation with the personal tutors
- Hosting and helping in client events

Invoicing and invoice payment

- Assist in creating, sending and follow-up of sales invoices
- Assisting in purchase invoice process
- Contacting Henley Finland customers and providers when needed
- Contacting the accountant when needed
- Contacting account department in Henley UK when needed

Supervision received

This post will receive supervision from the Programme Manager of Henley Finland.

The person will report to the programme manager and his/her direct supervisor, i.e. the director of Henley Business School Finland.

Supervision given

None.

Terms and conditions

This is a full time trainee position (37.5h/week).

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Person Specification

Job Title: Programme Administrator

School/Department: Henley Business
School

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Customer Service minded • Can do –attitude • Good organisation and time management skills • Strong communication and interpersonal skills and the ability to communicate clearly and effectively with internal and external stakeholders at all levels • Excellent written and spoken English • Good IT skills – e.g. Word, Excel, PowerPoint, email, internet, databases and a willingness to master new skills where necessary • Excellent organisational and time management skills • Self-motivated • Creative minded and an ability to develop and promote new ideas 	<ul style="list-style-type: none"> • Good proofreading, copywriting and editing skills
Attainment	<ul style="list-style-type: none"> • Degree/qualified in Business Administration or event management 	
Knowledge	<ul style="list-style-type: none"> • A basic understanding of Finnish higher education system 	<ul style="list-style-type: none"> • Experience of using web based platforms • An understanding of digital/online environments.
Relevant Experience	<ul style="list-style-type: none"> • Experience in coordination • Experience in accounting 	<ul style="list-style-type: none"> • Experience of participating or leading group meetings • Experience of planning and coordinating events

Disposition	<ul style="list-style-type: none"> • Ability to prioritise within a busy workload • Good team player • Flexibility • Self-confident and motivated • An eye for detail and use of initiative where appropriate 	
Other	<ul style="list-style-type: none"> • Able to attend occasional evening and weekend events where necessary • Prepared to undertake staff training & development where necessary 	

Completed by: Annu Matula, Director	Date: 13/01/17
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