



Job Description

Training and Development Assistant

Grade: 5

Directorate: Support Services

Location: WWT Slimbridge, with option for hybrid working.

Reporting to: Training and Development Coordinator

Main function of post: Providing a comprehensive administrative support to the Training and Development (T&D) function to support the planning, co-ordination and delivery of suitable and cost effective training and development events. A key requirement of the role is management and maintenance of our learning management system including generating reports and optimising how we use the system.

Supervisory responsibilities: None

Responsibilities of the post

1. Providing a comprehensive administrative support to the Training and Development (T&D) function to support the planning, co-ordination and delivery of suitable and cost effective training and development events. A key requirement of the role is management and maintenance of our learning management system including generating reports and optimising how we use the system.
2. Provide administrative support to the Training & Development function, including responding to training enquiries, managing inboxes, liaising with training providers, arranging venues and materials, issuing joining instructions, and collating feedback.
3. Maintain accurate training data and prepare reports as requested to support compliance and operational requirements.

4. Assist in maintaining intranet content relating to Training & Development, ensuring information is accurate and up to date.
5. Provide general administrative support to the T&D team, including coordinating meetings, taking minutes, and supporting team activities as required.
6. To work alongside volunteers encouraging, developing and supporting them in their work for WWT, ensuring that they have a positive volunteering experience.
7. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.
8. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
9. To interact with our visitors, supporters and suppliers in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
10. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: March 2026

Person Specification

1. Qualifications

Desirable:

- Good general education to at least GCSE level or equivalent (including English Language and Maths)

2. Experience

Essential:

- Experience of working in depth with data management systems, including creating and running reports and ensuring data quality.
- Intermediate MS Excel skills.
- Previous experience of working in an administrative or support role, and working to deadlines.
- Experience of operating computer systems including MS Office applications (Word, Excel, Outlook, Teams and Powerpoint).
- Demonstrable office/administration skills including word processing, drafting correspondence and customer service skills.
- Demonstrable verbal and written communication skills.

Desirable:

- Experience of using learning management systems.
- Experience of working in a Training and Development department.
- Experience of taking responsibility for a discrete area of work.

3. Managerial & Supervisory

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	0	0
Volunteers	0	0
Casual Workers	0	0

4. Responsibility

Essential:

- Responsibility for planning own workload on a day to day basis and working on own initiative.
- Responsibility for ensuring training and development events are set up in a timely, professional and proficient manner.
- Responsibility for developing and maintaining positive relationships both internally and with external stakeholders and suppliers.
- Responsibility for understanding systems and data and how to support colleagues and volunteers to use them effectively and correctly.
- Responsibility for taking ownership of essential admin processes and ensuring they are done accurately and on time.
- Responsibility for providing good customer service via the management of inboxes.

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility	0
Income	0
Project Size (normally managed)	N/A
Assets (required for job, exc. buildings)	£0
Visitors (number per annum)	N/A

5. Creative Ability

Essential:

- Ability to be flexible and prioritise own workload according to the needs of the team.
- Ability to exercise excellent organisational and time management skills, and a proactive approach to your work.
- Ability to work with and influence others, ensuring processes are followed but allowing for and supporting necessary local variances and needs.

6. Contact

Essential:

- Strong interpersonal and communication skills, and a commitment to excellent customer service
- Embraces team working and naturally works in an inclusive manner
- Must be confident in dealing with a wide range of contacts at all levels both within and external to the organisation

General Notes

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.

The nature of this post encompasses access to personal data and confidential documentation requiring a high degree of personal integrity and discretion at all times.