



## **Fire Industry Association**

Leading Excellence in Fire Since 1916

Tudor House, Oldfield Road, Hampton, TW12 2HD

Tel: 020 3166 5002 [info@fia.uk.com](mailto:info@fia.uk.com)

### **Job Specification**

**Job title:** Training Executive

**Reports to:** Training Manager

**Location:** Hampton Office (TW12 2HD), Monday to Friday – Flexibility required on start times

**Hours:** 37.5

**Salary:** Up to £20,000 based on experience.

### **Overview:**

The Fire Industry Association (FIA) is the primary association for manufacturers, installers, designers and maintainers of portable extinguishers, fire detection and fire protection systems and much more in the UK. We have over 1000+ member companies and we supply a range of services, from technical training courses, regional conferences, exhibitions, and events. We are Europe's largest fire safety association, and we promote and shape legislation and the professional standards of the fire industry through close liaison with government and official bodies, as well as other key stakeholders.

The growth opportunity for the association is endless and the training output has increased year on year for the last ten years. The business activity is developed in conjunction with a members' training committee. Performance and output are monitored by achieving agreed targets and key performance indicators (KPI's), however the work climate is very open and relaxed.

We supply a range of services, from industry leading technical training courses to industry specific seminars. Training has become an important income stream for the association; the management and development of the current activity is therefore important to the future of the association and to industry employees. You will help drive us to grow the training provided by adding new courses and targeting a wider audience, whilst continuing to improve the current activities.

This role is solely based in our Hampton office (TW12 2HD) and is for 37.5 hours a week, this role may require ad hoc travel within in the UK to attend shows exhibitions and visit members.

### **Qualifications & Attributes:**

#### **Essential**

- Self-motivated, able to work and get on well with others, able to achieve deadlines and targets on their own initiative, personable and a good communicator.
- A team player who can patiently work with customers, businesses, and external suppliers such as our trainers and venue providers.
- Strong computer literacy and good Microsoft Office skills, especially in Excel and Outlook.
- Must be organised and able to work without supervision.

- Attention to detail is vital in this role.
- Excellent customer relations skills.
- Excellent communication skills, both written and verbal.
- Demonstrable ability to understand, interpret, and simplify complex information.
- Available to start a role at short notice.

### Desirable

- Experience working with a Dynamics 365 (CRM) or similar systems and Teams/Zoom.
- Have some office experience within a training coordination/ administration role.
- Experience of training courses co-ordination / organisation.
- Experience of working within the fire safety industry or associated relevant industry.
- Previous experience working in a trade association.
- Experience of taking minutes at meetings.

### Duties:

- Act as first point of contact for all trainee and trainer enquiries.
- Administering the training course program in conjunction with the training team & manager.
- Assist customers with placing bookings on the website either on the phone or via email.
- Preparation and dispatch of course notes when required.
- Creating course candidate registers and liaising with the training team on books required for individual courses.
- Dealing with booking enquires and making changes where required.
- Administering the certificates issued across the various courses which will involve both hard copies and digital certificates.
- Arranging dedicated training courses liaising with companies and trainers.
- Communicating with venues who hold our training courses on all training related matters.
- Arranging refreshments etc. for meetings and courses held at the Hampton office.
- Answering the telephone, emails, post and dealing with general enquiries.
- Assisting with other duties as required by the Training Manager.
- Helping maintain the Hampton office.
- To research annual training programmes from competitors and similar training providers and report back to the Training Manager.
- Helping to promote courses to meet desired attendance levels.
- Regularly update booking and delegate information on FIA's CRM system.
- To assist in looking after the progress of delegates undertaking qualifications and updating their progress.
- To assist in online exam invigilation.
- Management of learning platform such as booking exams, review of all bookings and checking eligibility.
- Manage stock of training books.

### Diversity and Inclusion:

At the FIA, diversity, equality and inclusion is an integral part of our culture so it is important to us that this is reflected in everything that we do. We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status, or parental responsibilities to ensure we actively embrace an inclusive and representative culture that encourages, supports and celebrates our differences.

**Applying for the role:**

If you are excited by the opportunity to use your skills to work at the Fire Industry Association, we would be delighted to hear from you.

**Apply Here**