



Bromley Emergency Training and Research Ltd

Job Description Team member

Location: London, Canada Water
Duration: Permanent
Salary: £21,000 per annum

Introduction

Bromley Emergency Training & Research Ltd (BETAR) offers short courses and online training for doctors preparing for postgraduate examinations. Most of these courses, about 80 per year, are delivered at our facility near to Canada Water Underground in SE16. The company began in 2005 and has built a reputation for high-quality medical teaching. It is led by a retired NHS doctor and employs five full-time and two-part-time staff.

We are looking for a Team Member to help with the delivery of our courses. This post will be based at our training centre, near Canada Water Underground (Jubilee Line) and about a mile from London Bridge. Some weekend work may be required, although not more than six weekends per year and generally much less.

There is more information on our work on our website: <https://www.bromleyemergency.com/>

Job Purpose

The purpose of this job is to help with a wide range of tasks at our training centre. These tasks relate to equipment, catering and administration. Each day equipment needs to be put out for whatever training is due to happen and then put away at the end of the day. Then during the morning food needs to be put out for lunch, the coffee machines kept full and other drinks made available. At other times phone calls need to be answered, bookings acknowledged, email questions dealt with and other administrative tasks handled. In addition to all of this it is important that all of our staff do whatever they can to help people on the courses have the best experience of the day possible.

This is a full-time post for 40 hours each week. Working hours may vary depending upon course needs.

General Information about working with BETAR

Our company has carefully developed a reputation for high quality training over a number of years. We work with doctors who expect our courses to be professional and to run smoothly and effectively. We expect all members of our staff to maintain these standards.



Course Bookings

Ensure that the booking system for courses runs well. This includes recording bookings with accuracy, sending confirmations, keeping team members informed, dealing with telephone and email enquiries and issues.

Course planning and delivery

Ensure that courses run well by working effectively with the director and manager, and with other members of the teaching teams. Tasks to be undertaken when required include keeping attendees informed in advance, ensuring that course manuals are pulled together in good time and that they are printed ready for the courses. At the courses you may need to register attendees, troubleshoot problems, liaise with teaching staff, distribute and collect papers and evaluation forms and provide feedback on potential course improvements afterwards.

Here is a short video with more about us and the role:

<https://www.youtube.com/watch?v=Gsk7L2pllaI>

Skills and Qualifications

This post does not specifically require any qualifications, although evidence of training in events, hospitality or a technical area would be an advantage. Bookkeeping skills would be an advantage. Proficiency with computers is essential, along with good keyboard skills and familiarity with a broad range of different software types, including internet use and social media, and the ability to learn how to work with new programmes and troubleshoot problems. Some technical skills would be an advantage as we use a considerable amount of electronic equipment in training which needs to be handled well, connected up, put away etc.

Person specification

	Desirable	Essential
Qualifications	Relevant degree desirable but not essential. Book-keeping skills	
Experience	1 to 3 years in a relevant working environment. Good general administrative skills Some technical skills Hospitality skills Customer care skills	General software skills
Working week	Willingness to work flexibly as job demands dictate	Ability to work a number of weekends each year, with compensatory time off during the week.
Desired behaviour		Able to communicate well and work effectively within a team.
Personal characteristics		Flexibility. Integrity. Reliability. Good mobility and vision