

## Position Description: Learning & Events Administrator

<b>Title:</b>	Learning & Events Administrator
<b>Reports To:</b>	Business Services Manager
<b>Location:</b>	57 Kilmore Street, Christchurch
<b>Date Completed:</b>	April 2026
<b>Internal Relationships:</b>	Events, Business Services teams, Membership team, Marketing teams, Chief Executive, the Executive Team, Executive Assistant
<b>External Relationships:</b>	Business Canterbury course facilitators, members, other customers, external contractors/suppliers to Business Canterbury, external stakeholders.
<b>Direct Reports:</b>	No direct reports

## Purpose of Learning & Events Administrator Position

### Background

One of the key objectives of Business Canterbury is to build individual business capability. One way we achieve this is through the delivery of a comprehensive events and learning and development programme which have become some of the cornerstone services that Business Canterbury offers to its members as well as the wider business community.

### Position Objectives

The purpose of this position is to provide an outstanding customer experience for attendees of Business Canterbury events and training sessions through providing administrative support and assistance to Business Services Manager, and the Learning and Events team who have responsibility for the overall Business Canterbury events and training programme. The role is pivotal to evolving the Business Canterbury's onsite customer experience, connecting the business community into Business Canterbury, and contributing to making memorable and meaningful experiences for our customers.

### The Role will include the following areas of responsibility

- Learning and events administration support
- Learning and event delivery and logistics
- Room bookings
- Light reception support

## Key Areas of Responsibility

You are responsible for delivering on the following key accountabilities for this role. Key performance indicators (KPIs) will be discussed and agreed with you upon commencement. Key responsibilities include:

### Learning and Events Registration and Enquiries

- Manage training and event registrations and enquiries (via the Learning Management System, emails and phone calls) from members and customers.
- Process training and events registrations, transfers and cancellations.
- Day-to-day administration tasks as required e.g. system entry.
- Build and maintain strong relationships with a range of internal and external stakeholders and other key external organisations.

### Learning and Events Delivery and Logistics

- Manage internal/external room bookings.
- Responsible for the upkeep and cleanliness of the service areas and equipment (classrooms, collating room, kitchen, and breakout space).
- Setup, catering, and pack down of onsite events and training.
- Meet and greet attendees of onsite events.
- Attend on-site and off-site Business Canterbury events as the events roster requires (this will, from time to time, require working outside normal business hours).
- Setup and troubleshoot communication tools, such as online conferencing (Zoom and Teams), presentation equipment and software.
- Support with setup, opening and closing virtual sessions as required.
- Support the Business Services Manager with implementing improvements to learning products, systems, and processes.

### Learning and Development Administration

- Support end-to-end logistics for online and in-person training, including administration of course set up in our Learning Management System, course applications and approval forms, catering ordering, and processing customer billing and supplier invoices.
- Support the upload and roll-out of online and self-paced learning.
- Ensure training supplies and materials are available, including the kitchen supplies, workbooks, training materials etc, and support the team to ensure resources are up-to-date.
- Collate, and distribute customer evaluation reports.
- Add relevant listings into Regional Business Partner network, raise and process associated invoices.
- Administrative support for private training requests.

### Events Administration

- Support end-to-end logistics where required for online and in-person events, including administration of set up and registration management in our Event management system, catering ordering, name badges, event set up and registrations, processing customer billing and supplier invoices, pre- and post- event communications.
- Setup, catering, attendee support, and pack down of onsite training and events.
- Ensure event supplies and materials are available, including the kitchen supplies, and support the team to ensure resources are up-to-date.
- Support Event managers to collate, and distribute customer evaluation reports.

### **Training and Events Marketing and Sales support**

- Actively support the sales of learning and events to increase customer engagement, through conversion of events and training sales, and data analysis of customer engagement.
- Work with marketing team to drive awareness, promotion, and conversion of sales, with data analysis of customer engagement.

### **Reception Support**

- Provide a warm and professional welcome to members, customers, and visitors arriving at the Business Canterbury office.
- Manage incoming phone calls, resolving general enquiries or promptly directing callers to the appropriate team member.
- Assist with general front of house duties, such as managing deliveries and distributing mail.

### **General**

- Ensure training customer management is kept up to date via our CRM (Hubspot).
- Any other duties that may arise as the position develops
- Promote and actively encourage member and customer growth through identifying and actioning leads, and retention opportunities
- Actively participate in:
  - o Team meetings
  - o Annual business planning process
  - o Staff engagement surveys
  - o Professional development
  - o Identifying and acting on opportunities that support our strategy
- Operate within the agreed Strategy/Operational Business Plan and Budget
- Any other duties that may arise as the position develops.
- Promote and actively encourage membership growth through identifying and actioning membership acquisition and retention opportunities.
- Actively participate in:
  - o Team meetings
  - o Annual business planning process
  - o Staff engagement surveys
  - o Professional development
  - o Identifying and acting on opportunities that support our strategy.
- Operate within the agreed Strategy/Operational Business Plan and Budget.

### **Corporate Responsibility**

- Create and maintain information and appropriate Business Canterbury management systems.
- Promote a positive and professional image of Business Canterbury at all times.
- Represent Business Canterbury as appropriate
- Engage in appropriate stakeholder liaison
- Understand and implement Business Canterbury values of: **Lead the Change and the Charge; Be the Best Business Partner; Fiercely Focussed on what's best for our Customers; Commercially Driven for impact and Authenticity matters.**
- Ensure you understand and adhere to all Business Canterbury Policies including the Business Canterbury Health and Safety Policy, which involves actively contributing towards Business Canterbury's commitment to the safety and wellbeing of our fellow staff and our members at all times.

## Key Competencies/Knowledge/Skills and Experience

	Required	Desirable
Highly organised and customer focussed	✓	
Strong administration background	✓	
Excellent communication and people skills	✓	
Advanced user of Microsoft Office Suite	✓	
Experience in learning and development administration support	✓	
Experience in event administration		✓
Workshop and event logistic experience		✓
Online experience - Operation of webinars, zoom meetings and ownership of the zoom collateral (virtual backgrounds, intros, outros etc)	✓	
Experience in using Learning and Event management systems		✓
Experience in using CRM systems		✓
General understanding of business and the Canterbury economy to be able to understand what services will add value to The Chamber's customers		✓

## Personal Attributes

Personal Attributes	Characterised by:
<b>Prioritises well</b>	<ul style="list-style-type: none"> <li>• Meets deadlines and communicates well in advance when there is a challenge</li> <li>• Works with others to ensure alignment on collective priorities</li> <li>• Is comfortable parking a task or even saying no to tasks or opportunities where there are greater needs elsewhere</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Strong verbal and written communication skills demonstrated through face-to-face interactions, phone conversations and digital communications, like email and social media.</li> <li>• Ability to work in a collaborative way as an active member of your team, project team, and individually; being comfortable to share and communicate your ideas</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• A passion for providing excellent customer service and support</li> <li>• Thrives on providing excellent support to others</li> </ul>
<b>Personal Organisation</b>	<ul style="list-style-type: none"> <li>• Self-directed, highly motivated and enjoys working in an empowering, flexible environment</li> <li>• Well organised</li> <li>• Copes well under pressure</li> <li>• Attention to detail is important to you</li> </ul>
<b>Self-Knowledge</b>	<ul style="list-style-type: none"> <li>• Is a self-starter</li> <li>• Uses initiative to bring up ideas on new ways of doing things</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• A high level of integrity, confidentiality and honesty</li> </ul>
<b>Agility</b>	<ul style="list-style-type: none"> <li>• The ability to effectively switch from one task to another</li> <li>• Keeps track of deadlines</li> <li>• Change track on a task as needs change</li> <li>• Willing to try new ideas even when the outcome is not certain</li> <li>• Open to work outside normal business hours when required</li> <li>• Curious about exploring new technologies to increase efficiency and improve customer experience</li> </ul>