INFRATEC | TRAINING

Part-Time Training Administrator

INFRATEC Training – Middlesbrough

£15.00 per hour | 22.5 hours per week | 3 days per week

Year-round or term-time working can be considered

INFRATEC Training is looking for an organised, dependable and friendly administrator to join our busy industrial safety training business in Middlesbrough.

We deliver specialist confined-space, rescue, first-aid, working-at-height and associated safety training to customers across the UK. This is an important role at the centre of the business, helping courses run smoothly from the first customer enquiry through to delegate records and certificates.

The position is for **three days per week**. **Monday and Thursday are required working days**, with the third day being either **Tuesday or Wednesday** by agreement. We are open to either a year-round arrangement or a **term-time working pattern** for the right person. Normal working hours will be **9:00am to 5:00pm**, including a **30-minute unpaid lunch break**, giving 7.5 paid hours per day.

What you will be doing

- Responding to customer enquiries by telephone and email.
- Processing open-course and company bookings.
- Sending booking confirmations, joining instructions and pre-course information.
- Collecting and checking delegate information and course documentation.
- Preparing registers, course packs and supporting paperwork.
- Maintaining accurate training, certificate and customer records.
- Preparing, issuing and filing certificates after courses.
- Updating Excel spreadsheets, SharePoint lists and internal systems.
- Supporting purchase-order, invoicing and payment-information administration.
- Coordinating with trainers about schedules, delegate numbers and paperwork.
- Following up missing information and keeping customers informed.
- Providing general administrative support to the Training Manager and training team.

What we are looking for

You will be someone who takes pride in getting the details right and enjoys bringing order to a busy working environment. You should have:

- Previous administration, office or customer-service experience.
- Strong organisation and attention to detail.
- Clear, professional written and telephone communication.
- Confidence using Microsoft Outlook, Word and Excel.
- The ability to learn SharePoint and other online systems.
- The ability to prioritise, follow tasks through and work independently.
- A reliable, helpful and professional approach.
- Confidence handling personal and commercially sensitive information.

Experience in training, certification or compliance administration would be useful, but it is not essential. Accuracy, reliability and the right attitude matter more.

What we offer

- **£15.00 per hour.**

- **22.5 hours over three days each week.**
- **9:00am to 5:00pm**, with a 30-minute unpaid lunch break.
- Monday and Thursday as fixed working days.
- A choice of Tuesday or Wednesday as the third working day.
- A year-round or term-time working pattern, by agreement.
- Permanent part-time employment following successful probation.
- Pro-rata paid holiday entitlement.
- Workplace pension, subject to eligibility.
- Full training on INFRATEC's courses, processes and systems.
- The opportunity to become a trusted part of a growing specialist training business.

For a term-time arrangement, annual earnings and paid holiday will be calculated pro rata to the agreed number of working weeks and confirmed in the employment offer.

How to apply

Please send your CV and a short covering message explaining why the role interests you to **training@infratec-uk.com** by **10.11.2026**

Please state whether you are interested in **year-round or term-time working**.

INFRATEC Training is committed to fair recruitment and welcomes applications from suitably qualified candidates. Appointment will be subject to satisfactory right-to-work and reference checks.