

Payroll and Business Administration Trainer & Mentor

Job Description

Are you currently working within Payroll or a Business Administration role and looking for a new challenge?

Do you want a career where your skills and experience can truly make a difference? If you're ready to inspire the next generation of professionals, this could be the perfect opportunity for you.

EMA Training is seeking a dedicated and knowledgeable individual to join our team as a **Payroll and Business Administration Apprenticeship Mentor**. No teaching qualifications or prior mentoring experience are required; what matters most is your industry knowledge, strong communication skills, and passion for developing others.

Main Responsibilities

As a Trainer and Mentor, you will play a vital role in supporting our learners working towards Payroll Administrator (Level 3) and Business Administrator (Level 2/3) qualifications. Your responsibilities will include:

- **Mentoring & Training:** Facilitate one-to-one and group training sessions (both online and in person), delivering high-quality teaching and support tailored to individual learner needs.
- **Relationship Building:** Establish and maintain professional relationships with apprentices and employers, ensuring they are actively involved in their apprentices' learning journeys.
- **Skill Development:** Support learners in developing core skills including payroll functions (processing payments, statutory deductions, compliance, reporting) and admin duties (producing documents, managing diaries, organising meetings, handling data, and providing customer service).
- **Assessment & Review:** Conduct regular reviews to assess progress, set SMART targets, and provide constructive feedback. Guide learners to successful completion of their apprenticeship programme. Effective time management; organising your diary and prioritising tasks.
- **Documentation and Compliance:** Ensure all learner documentation meets quality standards, funding and completion compliance requirements.
- **Pastoral Support:** Offer advice and support on personal matters such as mental health, fostering a supportive and inclusive learning environment.
- **Safeguarding & Inclusion:** Promote and embed Equality and Diversity, British Values, Safeguarding, Prevent and Health & Safety throughout all learning sessions.
- **Data & Issue Management:** Collaborate with colleagues to manage learner targets and support overall learner success. Communicate any issues or concerns about learners to your line manager and designated Safeguarding Officer as appropriate.
- **Professional Development:** Participate in CPD to stay current with both Payroll and Business Administration industry standards and changes.

Required Knowledge, Experience, Skills and Behaviours

Essential:

- **Qualifications:** A full drivers' licence and access to own vehicle.
- **Knowledge:** A strong understanding of business administration functions, processes, and practices.
- **Experience:** Proven experience in a payroll and business administration environment, working at a management level.
- **Communication Skills:** Ability to communicate effectively with people of all ages and learning levels, with clear verbal and written communication skills.
- **Organisational Skills:** Excellent organisational abilities, with the capacity to manage your own diary and plan your time effectively.

- **Empathy and Motivation:** A genuine desire to help others succeed, with a natural empathy for people and the ability to inspire and motivate learners.
- **Curriculum Development:** Ability to design, build, and deliver high-quality curriculum content and learning resources tailored to different learning styles.
- **Technical Skills: Strong** IT skills and the ability to create and implement engaging learning resources. Update and maintain databases and digital systems.
- **Collaboration and Initiative:** Ability to work well both independently and as part of a team, with the confidence to collaborate with others and contribute towards targets.
- **Professionalism:** A results-driven attitude, with the willingness to go the extra mile for learners, and the ability to work under pressure and manage time effectively.

Desirable:

- Mentor or Training experience
- Prior experience of working within apprenticeship/education sector
- Training, Teaching or assessing qualification
- Recognised Payroll qualification or experience at management level
- Experience of delivering Functional Skills (Maths/English) or contributing to curriculum development
- Prior experience using Microsoft Office (Word, Excel, Outlook, PowerPoint) is preferred; however, training can be provided.

Why Choose EMA?

At EMA, we understand that a career change can be daunting, especially if you're new to the education or training sector. That's why we provide full support and training to help you succeed in this rewarding role. We consider applicants based on their talent, skillset, and cultural fit – and will support you in gaining any necessary teaching or coaching qualifications as part of your CPD.

With us, you'll enjoy:

- A friendly and supportive work environment
- Clear career progression routes and professional development opportunities
- A blended working model, with a mix of office-based and remote delivery
- A generous holiday package: 28 days, including bank holiday, increasing with each year of service (up to 33 days) + Guaranteed Christmas shutdown
- Regular social activities and events to foster team spirit
- A comprehensive private health insurance package

Job Type: Full-time, Permanent

Salary: £25,000.00-£30,000.00 per year

Location: Derby based role, with some work from home opportunities