JOB DESCRIPTION

POST: **Learning and Development Administrator**

DEPARTMENT: **HR and OD**

REPORTING TO: **Talent & Learning Partner**

RESPONSIBLE FOR: **N/A**

GRADE: **3**

MAIN JOB PURPOSE:

To provide comprehensive administrative support for the organisation's learning and development function, ensuring the efficient coordination, delivery and recording of training and development activities. The postholder will support employees, managers and training providers, maintain learning records and systems, and contribute to the delivery of high-quality learning and development services that support organisational objectives.

DUTIES AND RESPONSIBILITIES:

- Act as a first point of contact for learning and development enquiries, managing the Learning and Development in box ensuring a prompt response
- Coordinate and administer training courses, workshops, e-learning programmes and induction activities.
- Manage course bookings, invitations, joining instructions and attendance records.
- Liaise with employees, managers, trainers and external providers regarding learning and development activities.
- Ensure training records are maintained accurately and updated in learning management systems and HR systems.
- Process training requests and monitor approvals in accordance with organisational procedures.
- Maintain learning calendars and support the scheduling of training events.
- Raise purchase orders and process invoices relating to training and development activities and process new suppliers.
- Maintain accurate learner records on the Learning Management System (LMS).
- Create and update learning events, programmes and resources within the system.
- Support users with registration, access and system-related queries.
- Produce reports on training uptake, completion rates and compliance training.

Additional information

a) Does this job require a DBS check? Yes/**No**

b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. Yes**/No**

c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. Yes/**No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	**MEASURED BY:** A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING *(Academic, vocational/professional and other training)*	
• GCSE English and Maths (Grade C/4 or above) or equivalent. • Qualification in Business Administration or HR is desirable	A/I
KNOWLEDGE & EXPERIENCE *(e.g. report writing, office experience, Microsoft office)*	
• Experience of providing administrative support • Experience of managing and maintaining accurate records and databases. • Experience of organising meetings, events, training sessions or similar activities. • Experience of working in a customer-focused environment. • Experience of using Microsoft Office applications, particularly Word, Excel and Outlook. • Understanding of administrative processes and procedures. • Understanding of confidentiality and data protection requirements	A/I

Desirable • Experience of working within a Learning and Development, HR or Organisational Development function. • Experience of using a Learning Management System (LMS). • Experience working within local government, education, NHS or public sector environments. • Experience supporting apprenticeship programmes, leadership development programmes or compliance training. • Experience of working in a Learning and Development environment	
SKILLS/ATTRIBUTES *(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)*	
• Excellent organisational skills with the ability to prioritise competing demands. • Strong attention to detail and a high level of accuracy. • Excellent written and verbal communication skills. • Strong customer service and interpersonal skills. • Ability to work independently and as part of a team. • Ability to maintain confidential information. • Competent in producing reports and managing data. • Good problem-solving and administrative skills.	A/I
OUR BEHAVIOURS	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



MINDFUL EMPLOYER

disability confident EMPLOYER

DYING TO WORK

PROUD to display the BADGE
COMMITTED

disability confident EMPLOYER

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MENTAL HEALTH AT WORK COMMITMENT

DYING TO WORK

MINDFUL EMPLOYER

ARMED FORCES COVENANT

EMPLOYER RECOGNITION SCHEME

SILVER AWARD