

Job Description

Job Title	Learning and Development Administrator
Department	Human Resources
Reports To	Learning and Development Manager
Location	East Ham Campus – with travel to other sites
Salary	£28,284 - £29,889 per annum
Contract	Permanent, Full time

Our Vision

Mission statement

The mission of the College is to develop the skills, confidence and qualifications for local people to lead rich lives and build great careers.

College Values



Ambitious – *We are highly ambitious for our students and staff with a relentless drive for excellence in everything we do.*



Successful – *We build resilience and determination to achieve great results, celebrating individual and collective success.*



Professional – *We foster high levels of professional standards, with an emphasis on integrity and accountability.*



Innovative – *We strive to be at the forefront of innovation for education, skills and employment.*



Respectful – *We celebrate our inclusive and diverse culture, valuing our students, staff and stakeholders.*



Engaging – *We are committed to developing partnerships, listening to students, staff and employers to inform our decision making.*

Equality of opportunity

The College has a strong commitment to working towards the implementation of equality of opportunity in both service delivery and employment. The College's mission and strategic objectives directly support this aim. All employees are required to actively support the development, dissemination and implementation of this aim and related policies and programmes.

Safeguarding of children and vulnerable adults

The College is committed to safeguarding and promoting all learners' welfare and expects its staff to share this commitment. All posts in the College are subject to a Children's Barred List check. All posts are subject to a Disclosure and Barring Service check at Enhanced Level.

Job Purpose

As the Learning and Development Administrator you will ensure that smooth running of the learning and development function by providing administrative support in respect of L&D activities, providing comprehensive first line support for the function by responding to queries and providing general L&D advice escalating queries as required. You will work closely with the HR Data & Systems Manager and L&D Advisor to support the maintenance of the Learning Management System (LMS) ensuring content is uploaded and courses are assigned correctly.

Key Duties and Responsibilities

Course Administration

- Procure external courses using the most cost-effective means ensuring quality delivery and compliance
- Provide full admin support to ensure that staff development activities take place which will include liaise with both internal and external trainers to arrange and advertise training, marketing training activities, scheduling training activity. Maintain efficient processes, procedure and systems that accurately record specific training and development information
- Actively promote/ market staff development activities including updating the training intranet pages
- Co-ordinate Corporate Induction ensuring that new starters are booked onto induction, booking rooms and co-ordinating speakers at the event
- Ensure that processes are in place to schedule refresher training as required
- Create and update HR intranet pages relating to training courses on offer

Data and Reporting

- Maintain HR & L&D records ensuring their accuracy, relevance and compliance with the Data Protection Act. Set up processes to keep track of received data and documents. Entering and maintaining accurate of data such as course numbers, days, dates, times, locations in the HR system iTrent.
- Develop and maintain effective communication and working relationships with the internal trainers, team members, internal colleagues and external customers. Data and Reporting
- Produce/update/analyse monthly reports providing management information as requested for example in relation to course bookings.
- Support the update of HR & L&D policies in line with legislation.

Other

- Provide administrative support for organisational wide activities such as CPD days
- Act as the first point of contact for the L&D Team, managing the L&D email inbox, responding to emails and escalating queries where necessary
- Ensure processes are in place to chase outstanding documentation as required
- Provide administration support for initiatives such as Investors in People and Disability Confident etc

Miscellaneous

- Limited travel to various locations is required.
- Develop and share best practice within the HR & L&D team.
- Undertake project work as required.
- To safeguard the health, well-being and safety of the learners we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person's welfare, to immediately report these concerns in line with the appropriate policy and procedure. Note: In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required.
- Undertake such duties and hours of work that may be required of you commensurate with your grade, this may be at college locations or working remotely.
- Support College initiatives and aspirations to achieve Net Zero carbon.

Key Working Relationships:

- Learning and Development Manager
- HR Data & Systems Manager
- L&D Advisor
- Recruitment Manager

Person Specification

Qualifications:

	Essential Criteria	How Assessed
1.	Level 2 in Numeracy and Literacy	Application form

Experience:

	Essential Criteria	How Assessed
2.	Strong organisational skills	Application form / Interview
3.	Customer service skills, able to deal with people in person, on the telephone and by email	Application form / Interview
4.	Competent in using a variety of IT software including Word, Outlook and Excel. Knowledge of Teams advantageous	Application form / Interview
5.	Ability to prioritise tasks and work effectively in a face paced, multitask environment to meet tight deadlines	Application form / Interview
6.	Good attention to detail able to work logically and methodically	Application form / Interview
7.	Effective verbal and communication skills`	Application form/ Assessment

Review Details

Job Title	Learning and Development Manager
Date Created	February 2024
Date Issued to Employee by Line Manager	
Version	1