Role Profile



Job Title: Learning and Development Admin Team	Role Profile Number: BSN152
Leader	
Grade: N	Date Prepared : 25/11/2021
Salary: £27,966	
Directorate/Group: Enabling Services, HR & OD	Reporting to: Organisation Learning Manager

Job Purpose

- To manage a team of learning and development business support staff in the delivery of L&D administration support to SBC colleagues
- To oversee and manage the workflows of the L&D admin team, providing support to the Organisation Learning Manager, L&D Partner and/or L&D Consultants
- To act as super user or champion for learning and development systems and processes, supporting continuous improvement and automation of procedures where possible

Key Accountabilities

- Provide senior admin support to the Organisational Learning Manager (OLM), overseeing the day-to-day administrative tasks carried out by the admin team
- Provide day to day management to a team of L&D Business Admin staff, which may include an L&D Project Officer and one or more Apprentices
- Setting individual and team objectives, and holding regular (bi-monthly at least) reviews with individuals to agree performance ratings and refine objectives
- Hold regular check-ins with the team to ensure work is completed within agreed SLAs
- Manage holiday and sickness absence, completing return to work meetings and updating information as required
- Monitor the types of queries received in the Learning and Development inbox, respond to queries where
 required and look for ways to automate responses and direct SBC colleagues to relevant information on
 the Intranet
- Provide oversight of the Learning and Development Intranet site, ensuring the information shared is relevant and current and meets SBC publishing guidelines
- Review and automate admin processes, e.g. course booking, updating delegate lists, matrices etc. to
 provide a more effective and efficient service. Work with individuals in HR Transformation to review and
 change processes and establish new ways of working

- Hold a Corporate Procurement Card where required, reconciling to the finance system at least monthly, and action and record all forms of financial transactions ensuring these are coded correctly and recorded accurately. Summarise monthly financial transactions and prepare a forecast for the OLM
- Authorise invoice payments as guided by the OLM and ensure payment details are captured accurately
- Be a super-user of the systems used by the whole team e.g. Moodle, MS Forms providing support and advice to colleagues as required
- Ensure priority tasks are tracked and completed to timescales
- Provide Management Information (MI) and analysis as required, and use this MI to inform business
 decisions and support the business in pursuit of its objectives
- Support the OLM with the recruitment and induction of new starters, ensuring all necessary systems and site access are arranged

Supplementary Accountabilities

- Undertake any other duties commensurate with the grading of this post
- Support the team where required due to business continuity issues

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Relevant learning and development administrative experience, including some in a Senior Administrator or supervisory role
- Excellent knowledge of Microsoft Packages, including Word, Excel, PowerPoint, and Outlook
- Knowledge of SharePoint and Microsoft Teams
- IT skills to be able to attend meetings and take notes direct to laptop
- Ability to lead others; written, face to face and group communications
- Excellent interpersonal skills
- Ability to lead a team, providing direction and support
- Flexible and adaptable
- Excellent time keeping and organisational skills
- Able to deal with all levels with confidentiality, tact and diplomacy
- Ability to work on own initiative
- A confident approach to dealing with clients and colleagues

Qualifications

• Good level of Literacy and Numeracy skills – ideally minimum of 4 GCSE's including English and Maths at grade 4 / C or above, or equivalent e.g. NVQ Level 3

Decision Making

• Ability to interpret MI and make informed decisions on priorities and the deployment of resources

- Decisions on the use of the procurement card and make suggestions regarding forecasting
- Decisions relating to staff development and management

Creativity and Innovation

- Identify and lead on process improvements, and make suggestions to improve the way the department operates, and lead and encourage others
- Finding new and creative ways to motivate and inspire team members

Job Scope	Budget Holder Responsibility	No
 Number and types of jobs managed Manage a team of up to 6 people in business 		
admin and project officer roles		
Typical tasks supervised/allocated to others	Asset Responsibility	None
End-to-end administration of training courses		
(from booking to evaluation)		
 Updating of training matrices 		
 Answering queries regarding training, 		
qualifications and other L&D-related topics		
 Updates of intranet pages 		

Contacts and Relationships

- Daily contacts with line manager and senior members of the wider team
- Daily contact with team members
- Contact across teams to ensure consistency in areas of specialisms

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	