



## Role Profile

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

