

Job Title: Learning & Development Administrator Apprentice (L3 Apprentice)	Role Profile Number: N/A
Grade: Apprentice	Date Prepared: January 2022
Directorate/Group: Human Resources and Organisational Development	Reporting to: Organisational Learning Manager
Structure Chart attached:	No

Job Purpose

- To provide admin support to the Learning and Development team and act as the first point of contact for queries on learning events, E-learning and training. Responsible for receiving and resolving enquiries through phone calls, emails and correspondence.
- Organise and book the delivery of a range of training for Swindon Borough Council employees ensuring training events are recorded. This may include some external bookings.
- To support with the administration of Leadership and Organisational Culture programmes to ensure timely bookings and coordination of training sessions.

Key Accountabilities

- To help maintain the Learning and Development email account and deal with all requests/queries within the agreed time. This includes logging calls, issues and transactions, ensuring accuracy of information to allow for tracking purposes and quick resolution of queries.
- To develop an understanding of training needs and courses (both internal and external) related to SBC, giving accurate advice and support to both internal and external customers ensuring the advice is provided in accordance with employment legislation requirements and SBC policies.
- Provide information to line managers when requested on their employee's mandatory training records and needs
- Assist the team with collecting data for the Learning and Development score cards/dashboards
- Support with the SBC E-learning system and modules including answering any queries regarding these
- Ensure that managers and staff are provided with sufficient notice on any training expiries so the relevant re-fresher training courses can be booked and delivered
- Liaise with suppliers and support with bookings for mandatory training for colleagues across the Council. Undertake the administration for all course bookings; including liaising with providers, booking courses, managing training records and all support with administrative arrangement associated with arranging and booking training. This also includes logging training costs on the budget spreadsheet and processing training invoices
- Provide administrative support for the HR and Learning and Development teams including written communications, word processing, online questionnaires, SharePoint intranet pages and other PC-based operations as required
- Support the Learning and Development team with the administration of the Performance Appraisal process and supporting staff with any queries

- Members of the public
- People and Culture team

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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