Role Profile



Job Title:	Role Profile Number:
Learning & Development Administrator Apprentice (L3	N/A
Apprentice)	
Grade:	Date Prepared:
Apprentice	January 2022
Directorate/Group:	Reporting to:
Human Resources and Organisational Development	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

- Share ideas, observations and suggestions for improvement with the Learning and Development team to support continuous business improvement.
- Support with any ad hoc projects and events as required by the Learning and Development team.
- Plan and implement personal and professional development, participating in training and other learning activities as required.
- Develop relationships with managers and employees, contributing to the development of the service.

Knowledge & Experience

- Knowledge of office administration including Microsoft Office software packages; Outlook, Word, Excel desirable but not essential as full training will be provided
- Ability to work unsupervised and maintain confidentiality.
- Good communicator and able to build and develop relationships with internal and external customers
- Customer service skills
- Work constructively as a team member with a willingness to support others
- Organisation Skills

Qualifications

A minimum of 3 GCSEs of Grade 4/C including Maths and English

Working Environment

• Hybrid working, both working from home and occasionally working from the office for collaboration and team meeting purposes

Creativity and Innovation

- Contribute to the development of internal Learning & Development processes ensuring improving business processes.
- Problem solving
- Solution focussed

Job Scope Number and types of jobs managed • None •	Budget Holder Responsibility	Yes /No
Typical tasks supervised/allocated to others None 	Asset Responsibility:	

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Managers and employees of the Council
- Training suppliers

- 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:	
1	
Line Managers Signature:	Print Name::
Date:	
	Print Name::