



Role Profile

Job Title: Learning & Development Social Care Administrator Apprentice (L3 Apprentice)	Role Profile Number: N/A
Grade: Apprentice	Date Prepared: February 2022
Directorate/Group: People, Culture and Organisational Resilience	Reporting to: L&D Admin team Leader
Structure Chart attached:	No

Job Purpose

- To provide coordination support for social care students across both Adults and Children's services. Also to act as the first point of contact for social care students, Practice Educators, Practice Supervisors and universities. Responsible for receiving and resolving enquiries through phone calls, emails and correspondence.
- To provide administration for social care meetings, including coordination meetings, minute taking and overseeing documents.
- To support with the administration for the Social Work and Leadership Academy to improve our social work offering.

Key Accountabilities

- First point of contact for social care queries on a broad range of topics from different audiences i.e. universities and students. This includes logging calls, issues, recording information to allow for tracking purposes, quick resolution of queries and escalating any issues.
- To track newly qualified social workers and coordinate panel review meetings across Adult's and Children's Service areas.
- To track social care students including managing student requests, sourcing student placements with suitable trained assessors, keeping up to date records of student progression and updating the Principle Social Workers regularly.
- To monitor the Learning and Development inbox for any queries relating to Adults and Children's social care students, Practice Educators and Practice Supervisors
- To develop an understanding of training needs and courses (both internal and external) related to SBC social care colleagues, giving accurate advice and support to both internal and external customers
- Support the Practice Learning Coordinators to forward plan capacity.

- Assist the wider Learning and Development team with collecting data for the Learning and Development score cards/dashboards around social care
- Liaise with educational institutes to book relevant training to support our social care offering and students. This includes coordinating training for our Practice Educators/Supervisors
- Track, monitor and process invoices relating to Adults and Children's social care
- Manage the Skills for Care portal for both Adults and Children's. This includes registering newly qualified social workers, uploading and tracking portfolios and generating certificates
- Source external Practice Educators, collate their practice certificates and check social care registration
- Support with any ad hoc projects and events as required by the Learning and Development team.
- 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 and Excel.
- 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 and time management skills.

Qualifications

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

Working Environment

- Hybrid working, both working from home and sometimes in the office.
- Flexible working.

Creativity and Innovation

- Contribute to the development of internal Learning & Development processes ensuring improving business processes.
- Contribute to the development of the Social Work and Leadership Academy.
- Problem solving.
- Solution focussed.

Contacts and Relationships

- Managers and employees of the Council.
- Training suppliers.
- Social work students (internal and external).

- External Practice Educators.
- Educational Institutes.

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