

<b>Job Title:</b> Learning & Development Administrator (LMS Support)	<b>Role Profile Number:</b> AO00034
<b>Grade:</b> L	<b>Date Prepared:</b> March 2022
<b>Directorate/Group:</b> Human Resources and Organisational Development	<b>Reporting to:</b> L&D Business Admin Team Leader
<b>Structure Chart attached:</b>	No

**Job Purpose**

- To provide admin support to the Learning and Development team, acting as the first point of contact for queries during the implementation of the new learning management system (LMS). This role includes being responsible for resolving queries on the LMS, through phone calls, emails and emails.
- The organisation and transfer of personal training records and training events onto the new system. And assisting in the layout, design and structure of the new system.

**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 use understanding of SBC training needs and courses to give 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 on their teams' mandatory training records and requirements
- Assist the team with collecting data for the Learning and Development score cards/dashboards
- Support with the SBC E-learning system and modules, answering any queries related to these or the transfer to the new LMS
- Support with configuration of the LMS system to ensure alerts for managers and teams to notify of expiring training
- Support the team with the transfer of training records and data ensuring accuracy when transferring to the new LMS
- Help to coordinate and monitor administrative arrangements for relevant courses and programs,

including adding onto and maintaining the LMS.

- Support in the production of guidance and training materials for the roll out of the new LMS.
- Share ideas, observations and suggestions for improvement with the team to support continuous business improvement.
- Support with any ad hoc projects as required by the Learning and Development team.
- Develop effective working relationships with managers and employees, contributing to the positive development and reputation of the learning and development function.

### **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 or equivalent

### **Working Environment**

- Working within an office based environment which includes flexible working, hot desking, working remotely and working from home if agreed by line manager
- Working across sites when needed; Wat Tyler House, Swindon

### **Creativity and Innovation**

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

### **Contacts and Relationships**

- Managers and employees of the Council
- Training suppliers
- Members of the public
- People and Development team

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	