

Job Title: Learning & Development Administrator Apprentice	Role Profile Number: N/A
Grade: Apprentice (L3)	Date Prepared: April 2023
Directorate/Group: Human Resources and Organisational Development	Reporting to: Learning Administration Manager
Structure Chart attached:	No

Job Purpose

- To provide general administration support to the Learning and Organisational Development team
- As part of the administration team, act as a key point of contact for queries on learning events, E-learning and training. Responsibility includes receiving and resolving enquiries through phone calls, emails, in person and MS Teams and directing more complex queries where appropriate.
- Organise and book the delivery of a range of internal and external training for Swindon Borough Council employees ensuring training events are accurately recorded on the Learning Management System.
- To support with the administration of the Learning Management System including, but not limited to, loading on courses (including e-learning) and events, updating learning records and pulling reports.
- To test and proof-read e-learning before uploading content onto the Learning Management 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 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 training records and needs
- Assist the team with reporting on data for the Learning and Development monthly and quarterly score cards/dashboards
- Support with the SBC Learning Management System (LMS) where you will have administration responsibility. This will include loading on courses, e-learning and downloading reports.
- Proof read and test out digital learning content before uploading it onto the LMS. There will also be the

opportunity to get involved in creating basic e-learning courses.

- Ensure that managers and staff are provided with sufficient notice on any training expiries by setting up and tracking relevant reminders and reports on the LMS so that relevant refresher training can be booked and delivered on time and qualifications do not lapse
- Support with the administration for all courses, (internal and external). This may include liaising with external training providers, organising courses either on or off site, (or virtually), booking people in for training and managing these bookings, tracking and sending out calendar invites, tracking attendance/non-attendance, managing/updating training records and ensuring all learning records are accurately recorded.
- Supporting with the team's financial processes such as raising purchase orders, tracking and processing training invoices and logging these on the budget spreadsheet
- Meet and greet trainers (face to face or virtually), and support them with basic IT set-up if needed
- Help with course administration such as preparing course materials prior to the event
- Provide administrative support for the Learning and Development team 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 Management 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

- Basic knowledge of office administration including Microsoft Office software packages; Outlook, Word, Excel
- Knowledge of MS Teams preferable but not compulsory as training will be provided
- Comfortable using IT and able to learn new systems quickly
- Ability to work unsupervised and maintain confidentiality
- Good communicator as there will be a need to build and develop relationships with internal and external customers
- Customer service experience and skills desired but not compulsory
- Work constructively as a team member with a willingness to support others
- Organisation skills and good attention to detail

Qualifications

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

Working Environment

- Hybrid working, both working from home and working from whichever location works best for our customers (a minimum of 2-3 days a week) for collaboration, team meetings and supporting events.

Creativity and Innovation

- Contribute to the development of internal Learning & Development processes ensuring improving business processes
- Problem solving
- Solution focussed
- Be willing to demonstrate creativity and be agile in their work

<u>Job Scope</u>	Budget Holder Responsibility	Yes/No
Number and types of jobs managed <ul style="list-style-type: none">• None		
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• 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
- Enabling Services

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:	