

| | |
|---|---|
| Job Title: Learning & Development Business Admin Support | Role Profile Number: N/A |
| Grade: L | Date Prepared: January 2021 |
| 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 all training for Swindon Borough Council employees ensuring training events are recorded. This may include some external bookings.

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 staff'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 staff across the Council. This includes logging training costs on the budget spreadsheet and processing training invoices
- Undertake the administration for all course bookings as required including dealing with cancellations. This includes updating course records and informing managers in relation to attendance and non-attendance.
- Support the team with the keeping of training records and data ensuring accuracy when updating training matrices, online learning records, registers and the Learning Management System(s)
- Help coordinate and monitor administrative arrangements for agreed courses and programs and ensure their smooth running. This includes taking responsibility for liaising with presenters, room bookings, catering and preparation of course materials and opening/closing of the building if needed.
- Provide administrative support for the Learning and Development team including written communications, word processing, online questionnaires 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 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, 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

- 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

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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