

Job Title: Learning & Development Business Administrator	Role Profile Number: SBC_12379
Grade: CFL 3	Date Prepared: July 25
Directorate/Group: Human Resources and Organisational Development	Reporting to: L&D Business Admin Team Leader
Structure Chart attached:	No

Job Purpose

To provide administration support within the HROD team, primarily supporting the Learning and Organisational Development team. Act as the first point of contact for queries to internal and external stakeholders. Learning events, E-learning, training and early careers; including apprenticeships, work experience etc.

Responsibility includes receiving and resolving enquiries through emails, in person and MS Teams and directing more complex queries where appropriate. Working and managing the shared mailboxes to prioritise responses in order of priority, seeking assistance where necessary to support effective decision making, Organise and book the delivery of all training and events for Swindon Borough Council employees (internal and external training), ensuring training events are accurately recorded on the Learning Management System.

To support with the coordination of apprenticeships, students and work experience placements where necessary.

To support with the administration of the Learning Management System including, but not limited to, loading courses (including e-learning) and events, updating learning records, pulling reports and giving technical support.

To support with quality assuring and, in conjunction with subject matter experts, creating e-learning as well as creating and uploading content onto the Learning Management System.

Key Accountabilities

- To help maintain the team inbox accounts and deal with all requests/queries within the agreed time. This includes logging emails, 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 timely information to line managers when requested on their employee's training records and needs.
- Assist the team with the reporting of data for the Learning and Development 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. There will also be a requirement to create basic e-learning courses and test and quality assure digital content which has been created in-house.
- 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.
- Manage the administration for all courses, (internal and external). This includes liaising with external training providers, organising courses either on or off site, (or virtually), booking people in for training and over-seeing these bookings, tracking and sending out calendar invites, tracking attendance/non-attendance, managing/updating training records and ensuring all learning records are accurately recorded. Additionally, this may include taking responsibility for liaising and meeting with presenters/trainings, room and IT set-up, managing any catering requirements (where needed) and preparing course materials.
- Supporting with the team's financial processes such as raising purchase orders, tracking and processing training invoices and logging these on a budget spreadsheet
- Support with additional functions within L&OD including coordinating apprentices, work experience and student placements, including accurately monitoring and updating their progress on appropriate trackers.
- Provide administrative support for the Learning and Organisational Development team including written communications, online questionnaires and other PC-based operations as required.
- Coordinate and monitor a range of processes within the Learning and Development team involving coaching requests and additional training requests including escalation to other members of the team when necessary.

- Share ideas, observations and suggestions for improvement with the Learning and Development team to support continuous business improvement.
- Support the development and ongoing continuous improvement of all processes across the team
- Work flexibly to support administration work as required by the wider HR/OD team.
- Develop relationships with managers and employees, contributing to the development of the service.

Knowledge & Experience

- Ability to demonstrate a good working knowledge of IT including Outlook, Word, Visio and Excel.
- Working knowledge of MS Teams.
- Experience of working with a bespoke system software, which may include Learning Management Systems, People Live, Applicant Tracking Systems preferable.
- Experience of working in a Learning and Development team preferable but not essential.
- Ability to work unsupervised, use initiative and maintain confidentiality.
- Ability to communicate to a high standard and develop relationships internally and externally.
- Work constructively as a team member with a willingness to support others
- Good organisational and administrative skills.
- Demonstrate the ability to meet deadlines and work within pre-defined timescales
- Be flexible and adaptable in their approach to work.
- Experience of creating e-learning content or general guidance preferable but not essential as training can be provided.

Qualifications

Essential

GCSE 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 different sites when needed (note sites are based in the Borough of Swindon.)

Creativity and Innovation

- Support the enhancement of internal Learning & Development processes to drive continuous improvement in business operations.

- Adapt proactively to frequent updates and process changes inherent to the business.
- Show creativity and agility in approach to work.

Contacts and Relationships

- Managers and employees of the Council.
- Training suppliers.
- Members of the public.
- Wider HR team.