**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| --- | --- |
|  **Job Title:** Learning and Development Administrator  | **Grade**: Scale 2 - 5  |
| **Section:** Organisational Development & Learning | **Directorate:** Change and Innovation |
| **Responsible to following manager:**Learning & Development Lead  | **Responsible for following staff:** N/A |
| **Post Number/s:** RWRHR045 | **Last review date:** January 2020 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To support the efficient organisation and delivery or learning, training and other development activities.

**Specific Duties and Responsibilities**

1. To manage training requests through booking individuals on to courses and emailing confirmations.
2. To arrange room bookings for training courses.
3. To liaise and provide support to teams that are providing in-house training.
4. To copy and distribute training material for courses.
5. To send out pre-course/post-course materials and/or information to delegates.
6. To set up and close down training rooms, including replenishing refreshments and putting out and retrieving equipment.
7. To set up and close down courses on iTrent and assist delegates with the booking process.
8. To contact delegates on the waiting list to inform of new dates scheduled.
9. To set up external delegates on iTrent and issue manual joining instructions.
10. To set up e-learning courses and accounts on various IT systems.
11. To forward course feedback to relevant trainers.
12. To keep track of consumables, including disposing of out of date stock
13. Raising purchase orders and processing invoices
14. Provide administration support as required, including organising and minute taking for team meetings and taking messages.

**Progression Criteria**

Progression through the grade is based on the needs of the Council and is not automatic. The need for employees working at the higher grade/s will be assessed by the relevant manager in conjunction with the Head of Human Resources. If it is established that there is a need, then the postholder will be subject to a full assessment about their ability to work at the higher level.

**Sc3:** Requires close supervision; work allocated by senior staff.

* To support the preparation of reports for the Organisational Development and

learning teams,

* To answering training related enquiries,
* To assisting with learning and development publicity and communications,
* To ensure the safe keeping of training equipment

**Sc4**:  Requires less close supervision

* To support projects within Change and Innovation.
* To recognise confidential or sensitive information and act appropriately.
* To support trainers in the delivery, or development, of training and training materials

**Sc5**:  Working more independently. Supervising on a task-by-task basis and checking the work of apprentices and other staff.

* To deliver face to face training
* To prepare new or updated learning materials
* To support the commissioning of new or existing training and other learning interventions

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

**Team structure**

**Person Specification**

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| --- | --- |
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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| --- | --- |
| **Person Specification Requirements** | **Assessed by** **A/I/T/C** **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Knowledge of administrative processes | **✓** |  | **A/I** |
| Knowledge of the Equality Act 2010 and its application to service provision | **✓** |  | **A/I** |
| Knowledge of the principals of Confidentiality and GDPR | **✓** |  | **A/I** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of HR and Learning Management Systems or similar and different web-based systems |  | **✓** | **A/I** |
| Ability to communicate effectively with a wide range of people verbally and in writing. | **✓** |  | **A/I/C** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to work effectively within a team. | **✓** |  | **A/I** |
| Ability to organise workload and deal with competing demands. | **✓** |  | **A/I** |
| Excellent attention to detail. | **✓** |  | **A/I** |
| Ability to work flexibly. | **✓** |  | **A** |
| Ability to contribute ideas and make service improvements. |  | **✓** | **A** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| N/A |  |  |  |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**