Learning & Development Administrator

WHAT I AM ACCOUNTABLE FOR:

- Be the first point of contact for the learning team and provide excellent service to colleagues and managers
- Manage and plan training sessions and schedules to enable learning delivery across the length and breadth of England
- Working alongside managers to identify training needs and facilitate allocation of appropriate training courses
- Building and managing a forward plan of sessions based on business demand
- Coordinating and managing the learning calendar and Teams invites for learning events.
- Learning Management System administration such as uploading certificates, resetting courses, checking course completion settings, merging or maintaining user accounts, session generation and running reports
- Responding and resolving helpdesk queries including, ensuring swift resolution and minimal impact on colleagues
- Develop and monitor SLAs for reporting data to the organisation and monitor impact against L&OD KPI's and SLA's for course attendance and learning compliance
- Maintain and improve L&OD processes and systems, ensuring compliance with statutory requirements
- Build strong relationships with internal and external stakeholders to enhance service delivery
- Coordinate and manage apprenticeships via the digital account
- Liaise with finance on any procurements

HOW I OPERATE:

Values Led Leadership

- I plan effectively for future people requirements to ensure success
- I create an inclusive environment allowing people to input into discussions and share their views and beliefs openly
- I vary my approach to support and challenge where appropriate
- I understand and respect what is important to the people I work with
- I listen to our colleagues and clients to deliver better outcomes
- I confidently talk about business decisions and engage others in them

WHAT I NEED:

Skills\Knowledge

Essential :

- Experience of coordinating multi-site based learning and development
- Understanding of apprenticeships
- Intermediate/Advance use of MS office products
- Analytical skills and knowledge around data

Desirable :

- Geographical knowledge of the UK

GREEN