

<b>Post Title:</b>	<b>Learning and Development Administration Coordinator</b>
<b>Department:</b>	<b>People and Organisational Development</b>
<b>Accountable to:</b>	<b>Deputy Manager &amp; Lead Facilitator – Learning and Development</b>
<b>Base:</b>	Required to work at any location at any time throughout the duration of their contract within the RDaSH footprint, or as set out under the terms of their contract. The base for this role at the time of advertising will be Doncaster.
<b>Band:</b>	<b>Agenda for Change Band 3 (18.75 hours per week)</b>

### **Job Purpose**

To provide a high level, effective and efficient administration service to enable the Learning and Development Team to deliver on trust-wide Learning and Development initiatives. Strong customer care skills are essential, along with a confident “can-do” attitude to ensure that we always present a positive and professional image of our service to all stakeholders.

### **SPECIFIC DUTIES AND RESPONSIBILITIES**

- Ensure that good working relationships with colleagues at all levels are in place and that comprehensive support is available to colleagues with regards to queries, problems or help required in relation to their training via telephone or email.
- To manage the ordering and processing of equipment, stationery and provisions through Integra and NHS supplies ensuring any requests are in line with department processes.
- To coordinate the organisation, booking and running of training programmes and events, i.e., OSCE programme, induction including bookings venues, coordinating of attendees, sending out invites and event support on the day.
- To undertake the ordering and processing of equipment, stationery, and provisions placing orders through Integra and NHS supplies.
- Responsible for collating and preparing statistical information in relation to statutory and mandatory reporting.
- To coordinate the provision of an efficient and courteous reception service for the L&D function as regards telephone calls, direct customer contact and passing appropriate enquiries to the appropriate person as and when necessary.

- To provide line management support for the band 2 administrative staff.
- Responsible for maintaining the Learning and Development Intranet pages and ensure the training and prospectus is updated regularly.
- Responsible for ensuring appropriate processes are in place to manage the receipt, collection and processing of all post, documents and paper-training records to the department and to manage the processes in relation inputting data using the Oracle Learning Management System (OLM) training arm of Electronic Staff Record (ESR) including course bookings, attendance list and non-attendance data.
- To constantly review processes and procedures to ensure effective and efficient systems are in place and be pro-active in suggesting and implementing change.
- Responsible for ensuring high quality, accurate data is provided for the production of reports both internal and external use.
- To coordinate the marketing and market and promote education training and development services, looking at innovative ways of promotion.
- Provide an effective service for processing study leave requests and booking of external training providers.
- To develop an understanding of ESR functionality and facilitate how the system could be utilised within the L&D function.
- To deal with any day-to-day problems that arise within the admin team such as staffing issues, technological issues, ensuring effective resolution and continuity of service.
- To oversee the inputting of training sessions onto e-roster as required.

## **TRAINING AND EDUCATION**

- To develop own knowledge and CPD in relation to specialist areas of work and portfolios.
- To actively participate in the Trusts annual appraisal and personal development process.
- To access training and upskilling session in order to keep abreast of changes and update training in relation to your portfolio delivery.

## **Trust Policies and commitments**

All staff employed by the Trust must comply with the Trust policies.

Compliance with Trust Policies and Procedures at all times particularly those concerning Mandatory Training, Equal Opportunities, Health and Safety, Infection prevention & control and information governance.

Safeguarding the health and wellbeing of children and vulnerable adults, by being familiar with, and adhering to Trust safeguarding policies and participating in relevant training.

The national NHS smoke free policy, which prohibits smoking anywhere on Trust grounds.

Ensuring equality in employment by treating everybody equally as determined by the Equality Act (2010).

This job description is an outline of the main duties of the post. The post holder will be required to undertake other duties commensurate with the grade as directed.