

Apprentice Learning & Development Assistant



MAIN PURPOSE

To provide administrative support to the learning and development team, be responsible for training administration and work with the learning and development manager and learning and development business partner to develop and maintain our learning management system (Learning Pool).

SCOPE OF JOB AND FOCUS OF ROLE

- Service Delivery – 80%
- People Management and Relationships – 20%

TERMS & CONDITIONS

Contract Type

This is a *Fixed Term* contract until 31st March 2023

Salary

£12,506

Hours

37 hours per week

Location

Eleanor Rathbone House, 24 Derby Road, Liverpool, L5 9PR

Annual Leave

23 days per year. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

Pensions

PSS operates an Occupational Pension Scheme with The People's Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.

KEY RESPONSIBILITIES

Service delivery

- Provide support to the learning and development manager and learning and development business partner to run the LMS effectively to ensure effective record-keeping and compliance with all regulatory requirements and internal/external quality standards.
- Support the administration of the LMS by adding people to courses, creating sign-in lists, updating attendance and running appropriate reports for the organisation.

- To support the learning and development team to arrange learning and development workshops, booking time, contacting delegates and sending out invites and information in a timely fashion.
- Act as a first point of contact for all staff across the organisation and services to provide professional support on learning opportunities, answering phone calls, responding to enquiries.
- Provide administrative support to the learning and development team including taking and relaying messages, organising travel arrangements and diary management.
- Maintain appropriate stationery supplies for the learning and development team and refreshments for training courses.
- Work with the learning and development manager and learning and development business partner to arrange dates and venues for learning activities.
- Where external training is used book courses with training providers, liaise with them over trainer requirements, course numbers and provision of certificates.
- Be responsible for preparing the learning rooms for training courses, meet and greet trainers, set up equipment, provide housekeeping information, explain PSS procedures and copy training materials if needed.
- Develop an understanding of the aims and objectives of the learning and development team.
- Help the learning and development team to continually improve by collating learning evaluations.
- Create relevant reports on a monthly basis to ensure that PSS staff are compliant in their learning.

People management and relationships

- Develop good working relationships across PSS and with partner organisations.
- To build and maintain positive, effective professional working relationships with internal and external customers and other stakeholders.
- Provide a consistent and excellent customer-focused first point of contact for PSS staff and external organisations making general enquiries of the learning and development team in person, by telephone and by email.

ADDITIONAL DUTIES

1. To actively participate in developing individual objectives and plans, attend staff performance management and learning and development reviews
2. The post holder is expected to be flexible in the performance of duties and to undertake any other duties identified as appropriate to the post
3. All jobs are subject to change from time to time and this job description will be reviewed regularly and may be updated to include reasonable changes in consultation with the job holder

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Person Specification for: Apprentice - Learning and Development Administrative Assistant		
Requirements will be assessed from your: A = Application I = Interview R = References E = Exercise		
Requirements	Essential (E) or Desirable (D)	Assessed from
Qualifications		
English and Maths GCSE (A-C) or equivalent Level 2	E	A
Willingness to work towards Level 3 learning and development qualification	E	A/I
Level 2 Business Administration qualification or equivalent experience	D	A
Knowledge		
Maintenance of manual/electronic files and record keeping	D	A/I
Working with MS office and IT systems	D	A/I/R
Skills		
Good organisational skills	D	A/I/R
Inputting data using computer/keyboard skills, accuracy and attention to detail	D	A/I/E
Good communication skills and telephone manner	D	A/I
Using MS Office e.g. Word, Excel, Outlook	E	A/I/E
Experience		
Working in an office environment	D	A/I
Customer contact and providing good customer care	D	A/I
Attitude		
Flexibility with regard to day to day tasks and responsive to team needs. 'Can-do' attitude	E	I
Ability to work on own and as part of a team	E	A/I
Understands and demonstrates a personal commitment to the vision and values of PSS	E	A/I