**LONDON BOROUGH OF LEWISHAM**

**JOB DESCRIPTION**

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| Designation: | Learning and Development Support Officer | Grade: | Scale 6 |
| Reports to  (Designation): | Learning & Development Manager | Grade: | PO6 |
| Directorate: | Office of the Chief Executive | Section: | Human Resources |

**Main Purpose of the job:**

1. To provide administrative support to the Organisation Learning team, ensuring the delivery of a customer focused and professional service.
2. To manage day to day administration and queries relating to the learning inbox and Learning Pool accounts and provide administrative support for a range of learning programmes and activities.
3. Provides systems administration of e-learning and learning booking systems, ensuring the system runs effectively and meets end-user needs.
4. To participate in HR projects and initiatives, working closely with colleagues across HR to ensure the delivery of a customer focused and professional service.

**Summary of Accountabilities and Personal Duties:**

1. Provides administrative support for all financial processes related to learning and development activity, raising invoices and ensuring payments are made.
2. Liaises with learning practitioners and training providers to agree scheduling of events, ensuring all learning events are uploaded onto LMS and that trainers’ support requirements are met (includes organising room bookings and technical support to facilitators using Teams/Zoom).
3. Provides support to clients and organisational learning team for learning projects where developing new e-learning courses. Updates existing e-learning courses using Learning Pool Adapt platform and maintains any other digital learning portal e.g. Staff Support Hub
4. Liaises with LMS provider and uses the LMS as a system administrator to resolve user issues.
5. Provides customer service to learners – being able to anticipate issues and be decisive in choosing a course of action. Responsive to a changing environment using existing knowledge of quality working practices to influence decisions.
6. Key role in establishing team administration functions for common access of shared files across the team e.g. SharePoint.
7. Drafts communication to advertise learning events on internal communication channels and liaises with Communications team where required.
8. Monitors course communications, ensuring all information is accurate and up to date, and removes course advertisements and information when out of date/postponed/cancelled.
9. Provides management information: collating post-event feedback, attendance records, Reed and other trainer delivery data, etc.
10. Transfers data into Excel for purposes of evaluation and identification of trends, producing evaluation reports in Word and PowerPoint formats as required for briefings. Requires intermediate Excel skills.
11. Extracts information/data from Appraisal system (once in place) to identify learning needs and trends.
12. Co-works with the Organisation Learning team on their requirements for administrative support, materials and other resources; including arranging design meetings with Subject Matter Experts from the Council
13. Supports the development of a working environment where every individual’s unique contribution is valued and respected, enabling all employees to thrive and achieve their full potential.

All employees are required to:

* To actively promote equality and diversity in the workplace
* Participate in the staff appraisal system and to undertake appropriate training and development identified to enhance their work
* Carry out the duties of the post with due regard to the Council’s Dignity at Work Policy and core values.
* Comply with the Council’s Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public
* Assist in carrying out the Council’s environmental policy within the day to day activities of the post
* Undertake other duties, commensurate with the grade, as may reasonably be required
* Treat all information acquired through employment, both formally and informally, in strict confidence

**Contacts**

**These will include**

**Internal Contacts:** Managers and employees.

**External Contacts:** External training providers

**Number of fully managed staff: 0**

**PERSON SPECIFICATION**

**JOB TITLE: Learning and Development Support Officer POST NO:**

**DEPARTMENT:** Office of the Chief Executive  **GRADE:** Scale 6

Note to Candidates

The Person Specification is a picture of the behaviours, skills, knowledge, and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

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| **Equal Opportunities** | Commitment to implement the Council’s Equal Opportunities Policies  Awareness of equalities issues within an inner London authority. |  |
| **Knowledge & Experience** | Successful track record as an administrator in a complex environment/organisation.    Understanding of corporate and business challenges facing local authorities and public bodies.    Sound knowledge of training administration and processes.  Experience of successfully managing customer relationships within a complex organisation.  Knowledge and experience of using information technology including Learning Pool, LMS, MS Office and financial and human resources management systems | **S**  **S**  **S** |
| **Aptitudes & Skills** | Good communication skills – able to speak confidently, and articulately and to write clearly and effectively.  Highly organised, able to prioritise and work calmly and effectively under pressure and to meet deadlines  Ability to use information technology including Learning Pool, LMS, MS Office and financial and human resources management systems.  Good project management and financial administration knowledge. |  |
| **Personal Qualities/Behaviours** | Be **resident focused.** With the ability to listen to learn, think broadly and find solutions, make decisions and take action.    Be **ambitious to improve.** A person who takes responsibility, creates and innovates, measures and evaluates.  Take a **one council** approach. Inspiring and communicating, trusting and empowering, collaborating.  A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect  Ability to work collegiately in a matrix environment.  Proactive, positive, customer centric and determined to add value.  Evidence of commitment to continued professional development. |  |
| **Qualifications** | Qualification in education and/or administration of education/or demonstrable equivalent experience, ideally including experience using an e-learning platform and LMS | **S** |
| **Circumstances** | Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines. |  |
| **Physical** | Generally, must meet LB Lewisham requirements for the post. |  |