

# Learning and Development Administrator

## Grade 5

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

People Services are responsible for the delivery of a range of People related activities including Organisational Development, Learning and Development, Employee Relations, Policy development, Reward, Resourcing, Change Management and Health, Safety and Wellbeing.

People Services are also responsible for the development and delivery of the People Strategy, focusing on the four main pillars; Keeping and attracting talented People; Promoting a positive working environment, Developing skills for now and the future, and Developing leaders for now and the future. All that we do focuses on how we will develop the right culture, support and skills to keep making a difference for Staffordshire's communities.

### **About the Role**

The Learning and Development Administrator will work as part of the People Service Learning and Organisational Development team, providing an efficient, responsive and effective administration service in line with the needs of the team and council employees.

They will work to agreed quality standards, within agreed timescales in order to support the delivery of the People Strategy across the Council. They work effectively with People Services colleagues, key stakeholders, line managers and/or suppliers to ensure the effective scheduling and administration of Learning and Development opportunities for all employees.

This post is designated as a Casual car user.

### **Reporting Relationships**

**Responsible to:** Learning and OD Manager

**Responsible for:** No direct or indirect reports

### **Key Accountabilities:**

Under the general direction of the Learning and OD Manager and the Learning and Development Officer and Digital Officer;

1. Provide administrative support and events co-ordination for Learning and Development initiatives and other specific People Strategy activities as required.
2. Proactively manage and respond to routine Learning and Development queries from across the council, representing the Staffordshire County Council Employer Brand at all times.

3. Assist the Learning and Development team in the production of reports including providing scheduling and attendance data to enable monitoring of Learning and Development performance across the Council.
4. Provide scheduling and administrative support for the corporate and manager induction process to ensure effective and inclusive onboarding for all new entrants or new managers within the organisation.
5. Collate, record, analyse and report on Learning and Development feedback forms, enabling the Learning and Development team to ensure quality and success of learning interventions is as expected.
6. Be responsible for the administration associated with new starters including liaising with managers over the creation of accounts and access to learning systems, ensuring that full and accurate records are established and processed promptly to ensure that all new employees are smoothly integrated into the workforce.
7. Provide effective and efficient general clerical and administrative support to the Learning and Development Team, ensuring the security of all confidential information at all times.

### **Service Accountabilities:**

- Coach and influence leaders across the organisation to build trust and cohesion and to consider the ethical impact of their decisions in the short, medium and long term.
- Role model and promote ethical leadership, professional principles and values across the service and wider organisation.
- Visibly role model your own professional development and promote a learning culture. Ensure continuing, personal and professional development, taking ownership and accountability for staying up-to-date and professionally registered with the CIPD.

- Champion the People Service and Strategy, driving discipline to support the People Services Operating Model including feedback and continuous improvement.
- Develop strong and effective working relationships with colleagues from across People services, sharing knowledge and information to ensure the delivery of an excellent service to our customers.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

#### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.









#### **Safeguarding**



Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application  
I = Assessed at Interview  
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p><b>Qualifications/Professional membership</b></p> <p>Educated to GCSE level (or equivalent level) including English and Mathematics</p>	A
    	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Significant experience of administration including using digital and online dedicated systems and platforms.</li> <li>• Experience of providing administrative support for HR/L&amp;D administrative tasks and processes.</li> <li>• Knowledge of best practice in HR/L&amp;D; knowing what to do and how best to do it.</li> <li>• Experience of working in a service-oriented, busy customer-facing department.</li> <li>• Experience of handing and analysing data, bringing out conclusions and themes.</li> <li>• Experience of managing several scheduling priorities at a time, responding swiftly and efficiently to conflicting pressures</li> </ul>	All by A/I
 	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Effective Communication (oral and written)</li> <li>• Commitment to providing customer focused solutions</li> <li>• Demonstrable organisational and time-management skills.</li> <li>• Attention to detail &amp; accuracy.</li> <li>• Ability to work as part of a team and to contribute to outstanding team performance.</li> <li>• Resilient with an ability to manage time and workload pressures</li> </ul>	All by A/I

 	<ul style="list-style-type: none"> <li>• Excellent ICT skills including M365 and digital platforms</li> </ul> <p>This post is designated as a casual car user</p>	
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300