



Children's Hospices Across Scotland

JOB DESCRIPTION – LEARNING AND DEVELOPMENT ADMINISTRATOR

Job Details

Job Title – **Learning and Development Administrator**
Responsible to – **Head of Learning and Development**
Job Family – **Admin/Clerical**

Location – **Edinburgh (with travel to other CHAS sites)**
Salary – **CHAS Band 3**

Job Purpose

Working within the culture, ethos and philosophy of CHAS, to provide full range of transactional L&D administrative tasks to support functioning of the L&D team and CHAS L&D systems.

Main Tasks

- Maintaining employee L&D records and data collection for reporting
- Processing L&D applications and invoices
- L&D Online Systems administration
- Organising and logistics for L&D events and bookings for annual internal learning programme
- Administration of CHAS employees' participation in external L&D events and conferences
- First point of contact for L&D queries
- Maintaining L&D resources
- General team administration and administrative support for Head of L&D

Job Activities

L&D Applications, Records and Invoices

- Advise managers and employees of the process for submitting applications for approval and notify of progress
- Check applications for completion, accuracy and compliance
- Update information on L&D database and filing of documents
- Log and track all L&D expenditure, ensuring that correct authorisation has been sought and CHAS' finance processes are adhered to within agreed timescales
- Check Finance budget reports to ensure all movements accounted for

L&D Online Systems Administration and Data Management

- Act as the main point of contact for L&D systems-related queries
- Set-up, amend and close user accounts to mirror live HR system
- Maintain system integrity by performing regular checks and scrutiny
- Reset passwords and locked assessments as required and other routine administrative tasks for system maintenance
- Review system to ensure smooth operation, deal with issues for seamless delivery
- Create and maintain electronic employee L&D records as appropriate, ensuring information is accurate and retained in accordance with information governance and data retention requirements.
- Working closely with HR and Volunteering, ensure alignment and coordination of L&D systems and reporting
- Produce monthly, quarterly and annual L&D activity reports

Internal Learning Programme Activity

- Plan and prepare in-house events and activities on planned or ad-hoc basis
- Support running of events and employees' participation through pre-event and post-event activity such as booking forms, attendance sheets, collating materials, set up/ dismantle rooms and equipment etc.
- Collate and log outcomes and feedback from events

General Administration

- Responsible for dealing with general, face-to-face, email and telephone queries related to the L&D function, ensuring these are answered directly or are passed to the appropriate individual for a response in a timely manner
- Undertake all aspects of administration including updating spreadsheets and databases, drafting communications, scanning and filing documents, typing reports and taking minutes at meetings
- Organise and provide an L&D induction for new starts
- Work with diaries to support organisation of events and activities
- Distribute and circulate incoming L&D information on opportunities available around CHAS
- Set up and maintain L&D pages of staff intranet and ongoing maintenance of L&D content on shared drives
- Maintain a store of L&D resources
- On a planned and ad-hoc basis, provide various management information and statistical data, for example in relation to L&D Activity, Budgets or mandatory training compliance
- Raise Purchase Orders and track team invoice payments using CHAS' Finance System
- Produce marketing material, communications, newsletters etc. on behalf of the team or planned and ad-hoc team activity
- Responsible for developing internal working policies and procedures to improve the efficiency of the L&D department (e.g. invoicing, filing) and ensuring alignment of these with wider CHAS practices

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties
- Responsible for adhering to GDPR data protection regulations in relation to sensitive personal information relating to sickness or medical conditions

Volunteer Engagement

- Support the work of volunteers by planning their work, providing advice and information and actively involving them in team activities

Dimensions

- In performing this role, the post-holder frequently has contact with the L&D team and all staff and line managers including Senior Managers and Directors
- Work closely with HR, Volunteering and Quality of Care Assurance Teams
- Participate in team meetings and working groups (e.g. Induction Review Group) as required

Decisions and Communications

Decisions

- Within the management structure of L&D, work is generated by the Head of L&D, L&D Advisor and L&D Coordinator
- The post holder works with some autonomy but is guided by CHAS policies, procedures or regulations
- Occasionally, the post holder is required to make judgements and assessments on a range of issues where there may be more than one solution to a problem/issue. The Head of L&D is readily available for reference and outcomes are agreed at one to one and appraisal meetings

Communications

- Provides and receives information orally, in writing or electronically to inform work colleagues, volunteers, the public or other external contacts, strong negotiation skills may be required.
- In performing this role, the post holder frequently has contact with managers and employees
- Participate in team meetings and working groups (e.g. Induction Review Group) as required
- Develops and maintains relationships with CHAS staff, volunteers, external agencies and members of the public, to ensure a co-ordinated approach to L&D at CHAS
- Role model the values and behaviours of CHAS as a member of the People Team
- Represent the L&D Team in a professional capacity in professional and public arenas, when appropriate.



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PERSON SPECIFICATION – LEARNING AND DEVELOPMENT ADMINISTRATOR

Education, Qualifications, and Training

Essential

- Administrative or secretarial qualification to an SVQ level three or equivalent
- Demonstrable knowledge of administrative practices and procedures, including maintaining information databases
- Demonstrable working knowledge of the Microsoft Office suite packages (including Outlook, Word, Excel, Visio and PowerPoint), and the internet

Desirable

- Certificate (or working towards) in HR / L&D Practice
- Demonstrable working knowledge of MS Access

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Developed planning and organisational skills
- Good degree of accuracy and attention to detail
- Good time management skills
- Ability to prioritise and manage own workload and work on own initiative
- Developed oral and written communication skills
- A calm, logical and methodical approach, often working under pressure to tight deadlines
- Constructive, creative, effective problem solving skills
- Developed interpersonal skills to build and sustain productive work relationships at all levels

Desirable

- None

Method of Assessment – Application Form and Interview

Experience

Essential

- Experience (or interest) in working in a People Management environment
- Experience of providing an administration service within a small team or internal support function
- Experience of working across a range of systems and being responsible for maintaining varied types of processes

Desirable

- Experience of Online HR / Learning Management systems
- Experience of maintaining an Intranet
- Experience of working in a health and social care setting

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Resourceful and enterprising, with a positive attitude to challenges and change
- A strong commitment to ongoing personal learning and development
- Friendly and outgoing with the ability to interact positively with people at all levels
- Self-motivated and confident to take initiative and work with others to identify and implement improvements
- Accountable for self, actions and decisions
- Ability to work closely with volunteers and to recognise their contribution
- Commitment to core vision and values of CHAS

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites

Desirable

- Full driving licence

Method of Assessment – Application Form and Interview