

RSH ROLE PROFILE

Role	L&D Administrative Support Apprentice	Directorate	F&CS
Reports To	L&D Manager	Section	L&D
Post Reference		Grade	G11

Purpose of the Role

This role will provide high quality administrative support to the L&D team. Under the close guidance of the Learning and Development Manager, you will cover all elements of course administration, training wait lists and reporting. The successful candidate will have excellent attention to detail, be friendly and approachable, and demonstrate a can-do attitude and creative thinking.

To provide an effective, professional and dedicated administrative and business support service to the L&D team. The role will support the team to deliver its objectives in relation to training, digital design, room facilities/bookings, planning and skills matrix data. This in turn will support the regulator's staff to deliver a structured learning program for all.

The role will provide an apprenticeship Level 3 in Business Administration. This involves 12 months study with a further 3 month EPA.

Main Duties and Key Accountabilities of the jobholder

Handling queries & customer service

- Act as first point of contact for the L&D team, administrating queries, reporting on training uptake and effectiveness, administering rebooking and ensuring consistency of process for all bookings.
- Develop the knowledge to act as first point of contact for L&D enquiries from employees, line managers and job applicants by telephone, email and face to face, answering straightforward questions or redirecting as appropriate
- Provide high quality customer service in all communications with internal and external customers.

L&D Administration

- Action requests for course bookings, booking in advance according to learning pathways. Administering attendance records and waitlists.
- Support the rollout of the cyclical learning plan. Scheduling regular promotional activity to highlight new learning and learning of interest.
- Support in the administration and data gathering to build the foundations of a skills matrix for the regulator.

Records

- Support the effective management of team documentation as well as maintenance and review of the L&D areas.

Main Duties and Key Accountabilities of the jobholder

- Ensure all people records are maintained and updated in accordance with Data Protection legislation, maintaining confidentiality at all times and all training is captured accurately.

Training Administration

- Arrange training according to diaries, ensuring activities are scheduled at optimal times to maximise attendance.
- Assist with collating reporting showcasing the work of the L&D team. Providing updates on mandatory learning and highlighting courses of interest.

Digital learning

- Support in the targeted rollout of a digital learning program for all regulation affected staff.
- Provide accurate records of completions, uptake, outstanding learning in report format.
- Book timely reviews of content according to legislative changes with the L&D trainer and key stakeholders. Managing events well in advance.

Data management and reporting

- Support the production of management information and people metrics for the L&D team on effectiveness.
- Adapt to directorates needs by providing granular or high-level reports showing current status.
- Administer learning data to ensure CPD is recorded. Recognition of prior learning is captured in a logical manner to allow reporting to identify skills strengths and gaps.

Communications

- Support the development of communications from L&D including timely interventions for training of interest.
- Targeting departments with learning suggestions for staff who are on pathways of development.
- Demonstrate a professional, confident and excellent customer service manner when dealing with all stakeholders

Apprenticeship

- Attend college to achieve the Level 3 in Business Administration.
- Learn the efficient use of IT applications, producing accurate records, good judgement, creating positive working relationships and excellent communication skills.

General

- Support L&D project work as required
- Support and contribute towards the efficient running of the L&D team and make recommendations for improvements to ways of working and policy.

Working Relationships and Contacts

- Staff across the organisation at all levels
- Managers and senior managers in the regulator
- Finance team
- External providers

Role Requirements

Qualifications (academic and professional)

- This role offers an apprenticeship Level 3 in Business Administration
- Intermediate level Microsoft Office capability - Outlook, Word, Excel and PowerPoint.

Skills, knowledge and experience

- Previous administration or customer service experience
- Strong interest in developing L&D experience and career
- Commitment to delivering excellent customer service
- Good understanding of the MS Office Suite: Outlook, Word, Excel, Powerpoint and Teams.
- Able to respect confidentiality and work in accordance with data protection rules.
- Organised, able to prioritise and work to deadlines, deliver accurate work on time
- Able to work collaboratively with others in the team and across the organisation
- Ability to build relationships with people at all levels of the organisation
- Excellent verbal and written communication skills, conveying information accurately and clearly to ensure understanding
- Able to work accurately with an eye for detail
- Able to identify new ways of working, generate solutions and support change

General Responsibilities

- To adhere to the RSH's Equal opportunities and Equality and Diversity policies in all activities and to actively promote equality of opportunity.
- To be responsible for own health and safety and that of colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace
- To work in accordance with the RSH Data Protection Policies and adhere to the RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.