



Job Description

Job Title: Learning and Development Business Support and Activity Coordinator

POSCODE:

Grade: G

Overall Purpose of Role

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To provide effective, timely and accurate support to learning and development and Social Work Academy (SWA) activities at NCT (Northamptonshire Children's Trust), including scheduling of courses and qualifications, producing learning materials, financial processing, and ensuring customers' needs are met.

Main Accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main Accountabilities
1.	Provide a comprehensive, confidential range of effective and transparent administrative support including monitoring resources and participating in project work to internal and external service users to support delivery requirements.
2.	To coordinate and manage the Learning & Development (L&D) team's processes and systems in relation to communication and SharePoint/Teams, including mailbox monitoring, task action and response.
3.	To attend and take accurate minutes of meetings within the Service area.
4.	Accurately maintain a wide range of management information (including data and performance information - and financial systems, providing formal guidance to less experienced colleagues to meet the service standards and support an efficient service delivery.
5.	Produce a range of high-quality detailed documents for the management team and customers to support efficient service delivery. Including pre and post course support for training providers.
6.	Work independently scheduling own work and work with other colleagues to allocate tasks to support the wider L&D team.
7.	Develop and maintain good working relationships with stakeholders, including customers, suppliers and colleagues, acting as a point of contact, to ensure all aspects of the administration service are delivered to high standard

8.	Book, coordinate and manage events/courses effectively, making travel arrangements, booking appointment, organising meetings, conferences and training events.
9.	Provide onsite support to L&D team and customers, acting as the contact point for customers at conferences and training events, on occasions out of normal regular hours for continuity of service.
10.	Plan, co-ordinate and implement diary and meeting schedules to ensure that business is completed within service standards and meets business requirements.
11.	To undertake day to day transactional process for the sales and purchasing requirements for children's services, including the processing of purchase orders and interface payments.
12.	Participate in team development activities and provide formal assistance to less experienced colleagues to support the achievement of individual and team performance and development activities; deliver and support induction training for new staff, ensuring effective training on local and corporate systems and requirements.
13.	Adhere to new ways of working, embracing change and utilising new technology to improve efficiencies in the service.
14.	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
15.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.
16.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Educated to GCSE standard or equivalent professional qualification or business experience.	Maths and English Grade C or above	E

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
Knowledge		
Local Government	Knowledge of Local Government and working within a local government setting and working across key stakeholder groups.	D
Children's Services	Knowledge of Children's Services and working within a Children's Services environment.	D
Business Support/Administration	Knowledge and experience of Business Support and Administration and working within a team supporting operational delivery.	E
Data Protection and Awareness	Knowledge and awareness of data protection, confidentiality and data security.	E
Experience		
Local Government	Experience of Local Government and working within a local government setting and working across key stakeholder groups.	D
Children's Services	Experience of Children's Services and working within a Children's Services environment.	D
Business Support/Administration	Experience of Business Support and Administration and working within a team supporting operational delivery.	E
Training	Experience of working in a training environment.	D
Working relationships	Experience of establishing strong and effective working relationships across the above stakeholder groups.	E
	Experience of working as part of a team providing administrative support.	E
Skills:		
Minute taking	Ability to accurately record minutes of Children's Services meetings, events and activities.	E
Communication	Must be able to establish effective communication across multiple channels and with our full range of stakeholder groups, e.g. members	E

	of the public, learners, staff and leaders. Excellent verbal and written communication skills.	
Numeracy	Excellent numeracy and analytical skills and attention to detail.	E
IT	Competent in the use of IT systems, including Microsoft Office.	E
	Preparing and analysing systems data to produce management information reports.	D
Training	Evidence of commitment to your own personal ongoing professional development.	E
	Ability to use online learning platforms to book, organise and report on organisational learning and development.	E
Support	Some experience of guiding and assisting less experienced colleagues.	E
	Ability to be flexible and respond to changes in daily plans to meet the needs of customers and colleagues	E
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role.	E
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	E
Health and Safety	Able to demonstrate a clear understanding of and commitment to Health & Safety and a willingness to undertake training to enable implementation of procedures. Able to apply it effectively with both clients and staff	E

Disclosure level	
What DBS Level is required for this post?	
None	<input checked="" type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

Working Arrangements	
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>