



## Job description

### Details of the job

Post title:	Learning and Development Activity Coordinator
Salary grade:	Grade F matches to Directly Employed - Administrator 1 - 1366 in Customer Service and Administration job family
Hours:	37 hours
Location:	Northampton
Reports to:	Learning & Development Senior Administrator
Service area:	Learning and Development Service

### Overall purpose of the post

To provide an effective administrative service to learning and development activities, including scheduling of courses and qualifications, as part of a busy customer focussed team, ensuring customers' needs are met in an efficient and timely manner.

### Principal responsibilities

1. Provide administrative support including monitoring resources and participating in project work to internal and external service users to support delivery requirements.
2. Accurately maintain a wide range of management information and financial systems, providing formal guidance to less experienced colleagues to meet the service standards and support an efficient service delivery.
3. Produce a range of high quality detailed documents for the management team and customers to support efficient service delivery.
4. Work independently scheduling own work, including reallocation of work to others to support individual and team performance objectives to meet service plans.
5. 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.
6. Provide onsite customer support, acting as the contact point for customers at conferences and training events, on occasions out of normal regular hours for continuity of service.
7. Plan, co-ordinate and implement diary and meeting schedules to ensure that business is completed within service standards and meets business requirements.

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8. 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.
9. Adhere to new ways of working, embracing change and utilising new technology to improve efficiencies in the service.
10. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the organisation.
12. 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.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



## PERSON SPECIFICATION

Post Title:	Learning and Development Activity Co-ordinator
Grade	Grade F
Service Area:	Learning and Development

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Education and Qualifications</b>	<p>European Computer Driving Licence of similar equivalent Level 2 IT qualification.</p> <p>NVQ Level 2 or equivalent in a relevant subject and/or administration proven experience involving the creation of filing and record systems and production of detailed documents.</p> <p>Customer Service qualification or proven experience.</p> <p>Appropriate level of Literacy and Numeracy.</p> <p>Evidence of recent Continuing Professional Development and/or personal learning.</p>	BTEC, CLAIT
<b>Experience and Knowledge</b>	<p>Full range of MS Office suite and e-mail and internet at intermediate level.</p> <p>Preparing and analysing systems data to produce management information reports.</p> <p>Experience of working as part of a team providing administrative support.</p>	<p>Experience of utilising HR IT packages for processing and administration.</p> <p>Proven experience of working with a variety of external / internal stakeholders and customers.</p> <p>Working in a training environment.</p> <p>Understanding of corporate equality standards and diversity issues and impact in the immediate work and service area.</p>



ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Ability and Skills</b>	<p>Ability to travel freely to external course venues and other buildings.</p> <p>Able to work effectively to deadlines and as part of a team.</p> <p>Excellent interpersonal and communication skills.</p> <p>Aptitude and ability to develop and use new skills in ICT</p>	<p>Evidence of appropriate recent training and able to show its impact.</p> <p>Some experience of guiding and assisting less experienced colleagues.</p>
<b>Equal Opportunities</b>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>	