

Job Outline

Learning and Development Assistant

Purpose:

To provide a comprehensive and professional L&D administrative service within the Learning and Development Team in line with Ark's L&D protocols, procedures and systems. This post reports directly to the OD Business Partner.

Responsibilities:

Fact Finding and Analysis

- Maintain Learning Management System (LMS) records and database; create and edit records; develop and edit e-learning modules as needed; liaise with LMS provider.
- Monitor and report on Learning and Development activity across the organisation, including program delivery, attendance and cost through the use of an L&D dashboard system.
- Maintain records, produce reports, and analyse data on all L&D information in line with KPIs utilising databases and spreadsheets.
- Act as a first point of contact for all Ark managers in relation to L&D queries.
- Work closely with the L&D Team to resolve non-routine problems and take action as agreed.
- Support other areas of People & Organisational Development team administrative workload as required.
- Organise and prioritise own workload in order to achieve deadlines.

Innovation and Initiative

- Work on your own initiative and make decisions within agreed boundaries, based on experience and practical understanding of Ark systems, policies and procedures.
- The post holder will be in contact with staff across services. This requires flexibility in the approach to tasks, and the post holder will need to exercise good judgement in setting boundaries in order to maintain good working relationships.
- Respond timely to emails sent to the L&D department email address to answer L&D queries and process requests.
- Provide information and support as needed to managers regarding L&D reports and LMS functions.
- The post holder will make suggestions to improve L&D practices, procedures and processes within own area of work.
- The post holder will contact the OD Business Partner for guidance on any concerns and will also have support on administration issues from the Head of People and Organisational Development.

Interpersonal Skills

- Work closely with area teams to administer end to end L&D processes.
- Liaise with employees and respond to general L&D queries.
- Contribute to the team meetings chaired by the OD Business Partner
- Work with the Head of People & Organisational Development on specific projects as and when required.

Leading and Developing People

- Co-ordinate the delivery of external qualifications to meet SSSC Registration.
- Co-ordinate and ensure the timely completion of SSSC registration for all relevant Social Care staff.
- Provide assistance to managers and staff in relation to L&D processes.
- Work with all members of the People & OD team to share skills, knowledge and experience.

Resources

- Maintain Scottish Social Services Registration (SSSC) database.
- Co-ordinate the delivery of training across the organisation through consultation with the OD Business Partner, L&D Officers and Care & Support Managers.
- Support the coordination and delivery of all Learning and Development activity across the organisation, including the coordination of attendance, venues and materials.
- Arrange and prepare materials for training courses and other meetings.
- Process invoices ensuring accurate assignment and recording of accounting codes. Process purchase orders as requested.
- To attend formal L&D meetings and produce minutes when needed.
- Responsible for reporting KPI data and carrying out some analysis with HR Business Partner.
- Responsible for collation of L&D data within area of responsibility for input to L&D database.

Impact on Decisions

- The post holder reports to the OD Business Partner.
- The post holder has regular contact with their line manager and takes part in regular 1:1's and team meetings.
- The post holders work plan will be developed in conjunction with their line manager. Once the work plan has been agreed, the post holder will be allocated responsibilities and tasks.
- Manage and prioritise day-to-day tasks referring any problems to their line manager.
- The post holder will contribute to the development of administrative services, applying standards to ensure quality and consistency in relation to information and process.
- The post holder will work within the scope of the People & OD service level agreement.

Expertise

- Practically apply knowledge of L&D to areas of responsibility and work within agreed policies, procedures and practices.
- Undertake the accountabilities of the role whilst providing support to other areas of OD administration as required.
- Supporting delivery of a consistent approach to administration and communication.
- Undertaking on the job learning to acquire the necessary skills to fully fulfil the requirements of the role.

Qualifications

- A relevant qualification at SCQF level 7 or above;
or
- Equivalent knowledge acquired by other means.

Experience

- Previous administration experience within a busy department.
- Proofing, formatting and presentation of documents.
- Ability to quickly build professional working relationships.
- Excellent IT Skills, particularly Excel.
- Excellent organisational skills and ability to prioritise.
- Excellent time management skills.
- Ability to work confidentially, confidently and independently.
- Verbal and written communication and interpersonal skills.

Head Office Worker Competencies

- Ark Values
- Teamwork
- Dealing with conflict
- Communication
- Continuous Learning
- Professional Boundaries
- Problem Solving
- Customer Service