



Learning & Development Administrator

Learning & Development Team

Job Description

Ref: 153

Fixed Term Contract Until 31 March 2020 (Subject to review)

Job Summary

The role of Learning & Development Administrator is to support BHT's Learning & Development Team in the full range of L & D activities by providing efficient and proactive administrative and marketing support.

Responsible To / For

- Learning & Development Manager

Significant Working Relationships

The post holder will have contact with a wide range of people, both inside and outside the organisation and will be required to be friendly, professional, helpful and sensitive. Key relationships include:

- a) Learning & Development Manager
- b) Learning & Development Administrator
- c) Head of HR & Learning & Development
- d) HR Manager & the HR Team
- e) BHT staff and middle managers
- f) Trainers, training providers and suppliers both local and national
- g) External customers and organisations, local and national

Scope of role

This role has three main areas of work. The percentage given below are approximate and depending on demands will vary from week to week:

a)	Post-course administration and general duties	50% (2 days)
b)	Marketing	25% (1 day)
c)	Pre-course administration	25% (1 day)

Duties / Responsibilities

Learning & Development Administration

1. To provide efficient administrative support to the Learning & Development Team.

2. To assist with all post-course administration, including sending feedback requests, collating feedback data, compiling feedback reports and updating the feedback analysis spreadsheet; producing course certificates, providing post-course customer service and liaising with trainers to collect their feedback and ensure that attendance information is returned.
3. To assist with booking BHT staff on external (non BHT) training courses and events, including helping staff to research and source suitable training courses, collecting feedback after the event, and updating training records on the internal database.
4. To produce regular reports using 'Access Select HR' to update managers and staff on mandatory training requirements and staff training records.
5. To maintain and update the internal database (Access Select HR), and all other IT and paper-based systems to accurately record all L & D activities (staff and external delegates).
6. To assist with providing website administration – uploading new courses and course dates to the BHT Training website, changing course details and cancelling courses where required.
7. To assist with the administration of BHT's new e-learning platform 'Me Learning', including updating staff training records on the internal database 'Access Select HR', answering staff queries, producing reports, collating feedback, marketing, and liaising with the platform providers (YMCA/Me Learning).
8. To manage course waiting lists on the internal database, as well as training requests that arise through the annual Training Needs Analysis and appraisal/performance reviews.
9. To assist with pre-course administration including the collating, printing and binding of L & D materials, processing bookings and invoices, issuing joining instructions and pre-course information to delegates, providing pre-course customer service to delegates and trainers and assisting with organising in-house training courses.
10. To assist with the delivery and collection of L & D course materials and equipment to and from training venues and assist trainers with setting up equipment when required.

Marketing

11. To assist with the marketing and publicity of BHT training courses and events, both internally and to external organisations.
12. To assist with editing and uploading of copy and content to the BHT training website, including course outlines and training blogs.

13. To assist with social media marketing using Twitter/ Facebook/ and other similar platforms.
14. To assist with the production of new promotional and information literature.
15. To assist with writing copy and course outlines for the BHT Training Programme and website to ensure they are both user and SEO-friendly.
16. To report on the effectiveness of marketing campaigns using website analytics (MailChimp, Word Press, & Google Analytics).

Other duties

17. To provide occasional reception cover to BHT's head office at 144 London Road
18. To provide general support to the L & D Manager and L & D Team as required.

It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.