

Job Description/ Person Specification

Job Title:	Learning & Development Administrator
Department:	Learning & Development
Reports to:	Learning & Development Manager
Location:	Garden House Hospice, Gillison Close, Letchworth, SG6 1QU
Hours Per Week:	20

Job Summary

To provide effective administrative and coordination support to the Learning and Development team, ensuring training sessions, records and systems are accurately maintained.

You will coordinate learning and development training, manage attendance and communications to those attending. Maintain and run reports and provide compliance monitoring. You will be available to support employees, volunteers and managers with any training related questions.

Main Duties and Responsibilities

- Have full oversight of the digital e-learning platform for the organisation, including setting up and maintaining employees and volunteers training information and producing regular compliance reports for the organisation.
- Ensure the training and development sections on the HR system are monitored and up to date and people are registering study day attendance accordingly.
- Run regular reports to evidence compliance percentages.
- Work with HR to ensure information is accurate and keep up to date with starters and leavers.
- Ensure new starters are booked onto relevant induction and copies of certifications are uploaded.
- Support the L&D team with the planning and co-ordination of any educational training with any partner healthcare organisations.
- Work closely with the internal Marketing and Communications department to develop training materials, intranet articles, training schedules, and in house filming and e learning videos.
- Manage the logistics of training courses; book rooms, send out pre-course information and materials, produce attendee lists, send out and review evaluation forms, feedback to facilitators, send out course attendance certificates and manage relationships with external training providers by booking in training, greeting trainers on arrival and helping set and clear away rooms.
- Manage and respond to the Education inbox and phone calls daily responding to any queries or concerns promptly.
- Maintain confidentiality at all times in accordance with Garden House Hospice Care policy.
- Regularly manage the archive of training and development documents and ensure documents are shredded accordingly.
- Raise purchase orders for external training providers and working collaboratively to monitor budget with finance and the L&D manager.
- Book employees onto any external training courses such as apprenticeship programs, study days, external courses and events. Liaise with course instructors as needed.

Confidentiality

- The contractual relationship between the Hospice and its employees is founded on trust.
- Employees will treat as confidential all information regarding the business of the Hospice, suppliers, employees, consultants, patients, families and volunteers.

Health & Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, patients, visitors, volunteers and the general public.
- All employees are required to adhere to the Fire Safety Policies and Procedures.
- Employees must ensure relevant risk assessments are completed as and when required.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practices, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual. This includes Infection Prevention and Control, Adult Hospice Policies and Safe Practice Guidance.
- The Hospice operates a no-smoking policy.

Purpose & Core Values

- All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken.
- The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients.
- The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

General

- To always comply with the Hospice Information security policy and in particular, the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- All appointments are subject to pre-employment health screening, DBS and Right to Work checks.
- All employees are expected to comply with Garden House Hospice Care's systems, guidelines, policies and procedures.

Person Specification

Criteria	Essential	Desirable
Qualification	GCSEs grade C or level 4 in Maths and English	Proven experience working on Excel spreadsheets, or running reports on a digital platform/database
Knowledge/ Experience	- Good organisational skills - Ability to work independently with appropriate time management skills. - Computer literacy and comfortable with technology and digital IT	- An understanding of any L&D platforms or manual spreadsheets for recording training data - Experience of working regularly on Microsoft Outlook, Excel and Teams
Skills & Abilities	- Competent using Microsoft 365, particularly Outlook, Teams, Word, Excel and PowerPoint. - Ability to communicate with a range of people and external suppliers	- Excel capability which includes filters, sorting and tables - Confident administering an LMS or HR database - Ability to produce and interpret L&D information, such as completion rates, attendance, cancellations and evaluation results. - Basic understanding of data protection and confidentiality when handling employee learning records.
Personal Qualities	- Clear communication skills both verbal and written. - Good telephone manner and interpersonal skills. - Ability to work as a member of a team. - Good attention to detail - Willing to adapt to the needs of the organisation where required	- Proactive and ability to take the initiative when problem solving - Curious and keen to learn