



Role Profile

The Role			
Role Title:	Learning and Development Administrator	Reporting to (job):	Learning and Development Manager
Legacy job titles covered by this role profile:		Jobs that typically report into this role:	N/A
Function / Org Unit	Learning and Development People and Culture	Job Number: <i>(to be assigned by Reward)</i>	
Base and travel	Home based	Band <i>(to be assigned by Reward)</i>	Band A
Role Dimensions			
Number of direct reports	None	Manager/Individual Contributor:	Individual Contributor
Number of dotted line reports	None	Budget (Operating/Capital)	None
Total No of Reporting Staff (include all direct and indirect reports)	None	Decision Making Authority & Responsibility for Resources	Able to prioritise workload. Responsible for responding to queries and updating the Learning Management System.
Working Environment	Home based role. Online access required.		

Role Purpose	To provide an administrative service to the Learning and Development team.
Principal Accountabilities	<ul style="list-style-type: none"> • Administer the Learning and Development programme of courses and events to ensure an accurate and timely course booking and confirmation system for all Society and Branch staff applying for training. • Deal with initial enquiries via telephone, emails and booking forms from Society and Branch staff about training courses (for example how to book courses; information about new programmes; where courses will be held; who for; space availability; accommodation). • Monitor the L&D and Apprenticeships inboxes and answer general queries to support people in their learning and development. • Administration of Learning Management System, ensuring course pages and learner records are up to date and accurate. • Creating training sessions on the Learning Management System, uploading learning content and resources, and reporting on course attendance / completion. • Set up and monitor joining instructions and reminders for all courses booked via Learning Management System. • Provide administrative support for apprenticeships. • Support in the collation of any other data as necessary, to feed into reports. • Book course venues, arrange catering, and keep contacts at venues updated of course arrangements and staff attending. • Collecting accommodation/dietary requirements from candidates in a timely manner to feedback to course venues. • Arranging ad-hoc courses to suit extra/specific centre training needs and requirements. • Cancelling underbooked courses to reduce costs upon instruction of a L&D Manager or course tutor. • Utilising Google Calendar to schedule training appointments. • Carrying out other duties and projects appropriate to the banding of the post as may be directed by the L&D Manager or Head of Learning and Development. <p>Apprenticeships</p> <ul style="list-style-type: none"> • To provide administrative support for apprenticeships including answering emails to the apprenticeships inbox, maintaining spreadsheets of apprentice data under instruction, developing promotional materials for apprenticeships and any other administrative support as required.

	<p>Inspectorate Training</p> <ul style="list-style-type: none"> • To respond to routine enquiries by telephone, and email. • To coordinate the diaries of all trainers, tutors and subject matter experts involved in the delivery of Inspectorate courses managed by Learning and Development. • Coordinate with L&D Manager & Employee Experience team regarding Health & Safety mandatory Inspectorate courses. • Updating Trainee Inspector and ARO learning records as units are completed during training. • Putting registers/materials together for Inspectorate course units. • Support in the administration of the City and Guilds qualification as required. <p>General L&D</p> <ul style="list-style-type: none"> • To deal with and distribute daily all incoming mail to the L&D team and My Learning Hive inbox. • Use Sage for the purchase of goods and services for the Society. • To maintain an up-to-date file of contacts for Society and Branch contacts. • To maintain an up-to-date, easily accessible set of work instructions relating to L&D Admin Support work. • Report to monthly L&D team meetings, taking minutes where required and recording agreed actions. • Liaise with the L&D Managers, Apprenticeships Development Manager and the wider L&D Team to ensure continuity of service and effective communication across the team. • Update all records that are included in the collection of statistical information. • Maintain positive relationships with all internal and external personnel. • Use iTrent and the Learning Management System for updating scheduled courses and learner records. • Issuing of certificates for course work-based assignments and qualifications and apprenticeship achievement. • Promoting learning and development within the organisation. • Sending course details to all delegates/trainers/venues prior to course. • Updating trainers/venues with any course/delegate changes in a timely manner. • Assist with wider Learning and Development projects and initiatives as required.
Key Interfaces	<p>Learning and Development Manager Apprenticeships Development Manager Digital Learning Advisor Learning and Development Advisor</p>

	<p>Apprenticeship Advisor Head of Learning and Development</p> <p>Contact with all areas of the business, volunteers and our branch network as required.</p>
The Person	
Personal Attributes and Key Competencies	<ul style="list-style-type: none"> • Good written and verbal communication skills • Excellent planning, prioritising and organising skills • Attention to detail • Ability to prioritise own workload • Ability to work on own initiative • Flexible approach to work • Ability to work under pressure • Self-motivated • Willingness to support the Learning and Development team on any ad hoc tasks and essential admin • Commitment to represent the Learning and Development team and the wider People & Culture team in a professional manner at all times
Essential Key Skills, Qualifications & Experience	<p>Essential</p> <p>Literate - comfortable with drafting written communications</p> <p>Confident using IT systems</p> <p>Numerate</p> <p>Able to work from home without direct supervision</p> <p>Comfortable communicating with various stakeholders</p> <p>Commitment to working as part of a team</p>
Desirable Key Skills Qualification & Experience	<p>Desirable</p> <p>GCSE's in English and Maths at grade 4 / C or above</p> <p>Experience using Google Workspace Applications</p> <p>Experience of learning or working from home</p>

	Awareness of and understanding of Learning and Development practices
Personal commitment to:	<p>Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.</p> <p>Take care of their own health and safety and that of others who may be affected by their acts and omissions.</p> <p>Uphold the RSPCA's core values</p> <p>Cooperate with Society policies and procedures</p> <p>Understand and comply with any Society Code of Conduct.</p>
RSPCA Core Values	<p>Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do.</p> <p>They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations.</p> <p>We are compassionate: we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times</p> <p>We are inspirational: we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better.</p> <p>We are committed: we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm.</p> <p>We are expert: we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience.</p>

	We act with integrity: we are honest and trustworthy, we act with integrity, we do what's right.
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Creation and Authorisation		
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>		
Profile written by: Kerry Gabriel	Role: Learning and Development Manager Role:	Date: 03/10/2022 Date:
Approved by (operations):		
Approved by (HR):	Role:	Date:
Date Job last evaluated:		