

Job Description

Job title	Site Learning Administrator	Job family	Healthcare
Reporting to	Business Support Services Manager	Job code	BSS/040
Location		Evaluation Date	22/02/2013

Main Purpose

Co-ordinates and monitors the implementation of strategic learning and development initiatives at a local level in liaison with the central learning and development function, line managers and approved training providers ensuring training is delivered in accordance with company policy and statutory regulations.

Key Accountabilities

Quality

1. Co-ordinates and organises the local implementation and delivery of the company's learning and development strategy.
2. Promotes, organizes and coordinates the Foundations for Growth programme ensuring all staff receive the appropriate level and type of training and development required as agreed with the employee's line manager.
3. Ensures the accurate and timely recording and reporting of information and statistical data through the company's Learning Management System (LMS) and standard PC applications such as Excel, Word and PowerPoint.
4. Liaises with educational establishments, training providers and other related agencies to ensure that local training and development is delivered to time, cost and quality standards in accordance with company policy and statutory regulations.
5. Provides support, advice and guidance to local line managers existing staff and new recruits on all aspects of learning and development.
6. Co-ordinates and monitors the staff appraisal process providing advice and guidance on the procedural aspects of the scheme and providing regular status reports on local completion rates.

Innovation

7. Seeks to improve processes and the general ebb and flow of information so that the division can operate efficiently.

Value

8. Ensures the services and support provide offers good value for money and supports the overall aim of the site.

Knowledge & Skills

The role holder will be educated to at least GCSE/NVQ2 standard with an intermediate level of skills in the areas of data analysis and reporting. A working knowledge of learning management systems and Microsoft Office applications is essential.

Experience

Experience within a relevant training or administrative environment where the role holder has been responsible for a specific business process requiring highly effective organizational skills.

Autonomy & Impact

Accountable for the co-ordination and delivery of local learning and development programmes and for recording and reporting accurate information to support the process. Organises and priorities own work where the majority of decisions fall within established procedures, but consults with specialist advisors within the central Learning & Development function on more complex policy issues.

Intelligent Problem Solving

The majority of problems are routine where solutions will be based upon previous experience or acquired knowledge.

Responsibility

Staff

Provides guidance and assistance to staff and line managers.

Budgets & equipment

Collective responsibility for the care and security for equipment and consumables on site.

Informatics

Responsible for the security, confidentiality and accuracy of data, information and systems.

Communication & Interaction

This role requires highly developed interpersonal and written communication skills in order to deal with a variety of people at all levels, within different situations both within and an outside the Company. The role holder will also need well-practiced presentation skills.

Working environment

The working environment will be variable depending upon the location of the role although all role holders will occasionally face challenging situations when working to tight deadlines.

Special Features

The role holder may be required to hold a current driving licence and undergo certified and mandatory training.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	3	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
		<ul style="list-style-type: none"> ✓ Introduces new systems and processes to improve quality ✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes ✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs ✓ Tests out hypotheses using modelling techniques to make predictions and forecasts ✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services