

JOB DESCRIPTION

Job Title:	Learning and Organisational Development Administrator
Service / Department:	People Services
Location:	Flexible/hybrid, with occasional travel to national travel to our regional offices
Reports To:	Learning & OD Manager
Hours:	35 per week (full-time)
DBS Check:	n/a

Job Purpose:

At Salvation Amy Homes, we provide comprehensive, excellent quality housing services, support, and resettlement. This role will provide administrative support the Learning & Development (L&D) function to enable it to provide a proactive, professional, and high-quality L&D service that meets the needs of colleagues and organisational objectives.

Main Duties and Responsibilities:

- Support the Learning Partner and Senior People Partner (OD) with the administration of learning and OD interventions.
- Keep the learning management system (Skillgate) up to date with the training available to colleagues of Salvation Amy Homes and troubleshooting when colleagues need support with their bookings.
- Identify and book rooms, arrange refreshments and organise other practical arrangements for training courses when delivered face to face.
- Liaise with external training providers when needed, in a professional manner and in accordance with Salvation Amy Homes's values.
- Responsible for the day-to-day management and accuracy of data held in the learning management system (Skillgate).
- Management of the L&D email inbox, providing first line support to the organisation, responding to a wide variety of queries from managers, colleagues, and external training providers.
- Produce simple reports to identify where there are gaps in the completion of mandatory training amongst colleagues.
- Ensure confidentiality of personal and sensitive data in all elements of the role. Facilitate 90-day check ins conversations for new joiners.
- Set up virtual feedback sessions and collate the feedback for the L&D Specialist.

Role Measures:

- Increased Customer satisfaction
- Successfully completed L&D administration within the specified timelines and in the appropriate ways
- Reduction in numbers of colleagues who have outstanding mandatory training
- Skillgate (LMS) accurate and up to date at all times

Related Activities:

- To take part in essential training, role related training and to work following relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- To fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Although not essential the following or equivalent would be helpful:

- Membership of CIPD
- CIPD level 3 or above or equivalent relevant qualification

Aptitudes and Abilities:

- Strong organisational skills with an ability to manage own time effectively
- Confident IT skills, e.g., Office 365, especially MS Teams, Outlook and Powerpoint
- Able to build effective relationships quickly and easily
- Excellent attention to detail
- Effective communication skills, both verbal and written with confidence to speak on phone and MS Teams to colleagues and external trainers
- Ability to prioritise effectively
- Proactive, with the ability to anticipate and cater for practical needs at training sessions to ensure sessions run smoothly

Experience and Interests:

- Experience in an administration role
- Experience of using a learning management system would be an advantage
- Experience of collating simple reports

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S

Servant Leadership — we help people thrive

Have we given our audience everything they need to succeed in their next step?

P

Passion — we love our work

Have we spoken boldly and with confidence?
Have we spoken out rather than stayed silent?

I

Inclusion — this is a team effort

Have we kept our communication simple and to the point? Have we used clear, accessible English?

R

Respect — we show respect for all

Have we given our audience credit for their intelligence? Have we advocated for our residents?

E

Empowerment — we have trust

Have we given the right context to our message?
Has our communication been story-driven?