

JOB DESCRIPTION

Job Title:	L&OD Administrator
Service / Department:	People Services
Reports To:	L&OD Manager
Responsible For:	n/a
Hours:	35 per week (full-time)
DBS Check:	n/a

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The post holder will support the smooth running of the learning and organisational development service for the organisation under the direction of the L&OD Manager. They will work closely with the rest of the People Services team to provide a proactive, professional, and high-quality Human Resources service that meets the needs of employees and the organisational objectives.

Main Duties and Responsibilities:

- Oversee the learning mailbox, providing first line support and advice, responding appropriately to all messages and escalating to the appropriate person when necessary.
- Responsible for the day-to-day management and accuracy of data held in the learning management system (Skillgate) including starters, leavers, and assigning the correct e-learning training profile to each employee.
- Keep the learning management system (Skillgate) up to date with the training available to staff and troubleshoot when staff need support with their bookings.
- Produce training activity reports and support data collection, analysis, and reporting to inform management what the mandatory training compliance rate is and provide other data/reports as requested.
- 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 our values.
- Liaise with the communications team regarding publicising training, webinars and other events to staff in an effective way.
- Assist in the evaluation of learning and development opportunities
- Support the L&OD Manager with the smooth running of the “How Are You Survey” which is run biannually for all staff.
- Ensure confidentiality of personal and sensitive data in all elements of the role.
- Conduct 90-day and 9 month check ins with new staff to understand their experience so far, collating their feedback and reporting this to the L&OD Manager.
- Oversee the smooth running of the Employee Recognition Scheme, including issuing of vouchers to nominated staff.
- Responsible for administering purchase orders and invoices on the finance system for all L&OD related expenses and liaising with finance team where required.
- Coordinate the smooth running of the Professional Qualification Fund.

- Support the L&OD Manager in preparing for accreditation assessments such as Investors in People.
- Coordinate the quarterly corporate induction, ensuring all new starters are invited to the next date, that venues and refreshments are booked. Attend the corporate induction in person, to support the L&OD Manager in the smooth running of these days.
- Support the smooth operating of the apprenticeship programme.
- Work closely with the Salvation Army L&OD and HR teams to share learning and resources
- Carry out general admin duties as required for the smooth operating of the L&OD function.
- Build, develop, and maintain effective working relationships with key stakeholders.
- Undertake L&OD projects as required.

Related Activities:

Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.

Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

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:

- Educated to A-level or equivalent
- Maths and English GCSE grade C/Grade 4 or above
- Ideally a member of CIPD with CIPD L&OD level 3 qualification

Aptitudes and Abilities:

- **Effective Communication:** Demonstrates clear and effective communication skills, both written and verbal, adapting style to suit the audience.
- **Relationship Building:** Capable of developing strong relationships with stakeholders, built on trust and confidence.
- **Proactive and Self-Motivated:** Shows initiative and is self-motivated, with the ability to work independently where needed.
- **L&OD Knowledge:** A basic understanding of L&OD and committed to expanding knowledge in this area.
- **IT Proficiency:** Strong IT skills, including proficiency with the Office 365 suite and Learning Management Systems including running reports and analysis of data
- **Organisational Skills:** Strong organisational skills with the ability to plan, prioritise, and meet deadlines.
- **Administration skills:** Excellent administration skills with a keen attention to detail.
- **Travel:** Whilst this post is a hybrid role, with the ability to work from home most days, the postholder will need to be prepared to travel across the country to corporate induction, attend team away days, work from the office days, and carry out occasional visits to services.

Experience and Interests:

- Experience of using a Learning Management System.
- Previous experience of working in an L&OD team or HR environment.
- Experience of coordinating meetings and/or face to face training.
- Knowledge of GDPR and the importance of confidentiality in an HR environment.

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?