

Job Description and Person Specification

Job Title: Learning & Development
Administrative Assistant



Job Description

Job Title	Learning & Development Administration Assistant
Grade	3
Service	Children's Services
Reports to	Children's Services Improvement Manager
Location	Broadgate House, Coventry
Job Evaluation Code	X9069L



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To provide Learning and Development administrative support to Children's Services and Foster Carers.

Responsible for supporting the development, implementation, and monitoring of Learning & Development programmes.

You will be responsible for supporting all Learning and Development administration activities. You will manage bookings, coordinate with stakeholders and ensure that technical requirements are in place.

Updating records and running data reports is also a key aspect of the role, supporting the effective monitoring and reporting of Learning and Development performance.

To provide customer support and guidance to internal and external customers, trainers, and any other stakeholders.

You will also be required to play an active role within the Children's Services Improvement Team working closely with colleagues to support the needs of Children's Services.

Main Duties & Key Accountabilities

Core Knowledge

1. Co-ordinate diaries, meetings and calendars across the team.
2. Provide administrative and clerical support, to meet deadlines and development needs.
3. Manage the registration and administration of e-learning systems for the service.
4. Complete course administration and documentation including joining letters, certificates, and evaluation feedback.
5. To support the registration for qualifications and ongoing administration for process.
6. Maintain appropriate systems for record keeping ensuring that all learning and development activities are recorded, evaluated, and contribute to the overall achievement and performance of Children's Services.

7. Organise the bookings and arrangements for all Learning and Development activities, liaising with internal and external providers.
8. Ensure that all training resources are prepared, and all technical requirements are in place. This might include organising external venues, attendees, information packs; etc.
9. Monitor course attendance, respond efficiently to enquiries and take appropriate action where needed, e.g. create marketing information and flyers to promote courses and advertise both internally and externally.
10. Maintain accurate databases and provide administrative support for statistical analysis, including trends, and usage for future planning and development.
11. Monitor the services mailbox and coordinate with colleagues to manage workload effectively.
12. Support the updating of new content and amendments to Learning and Development brochures, ensuring content is of high quality.
13. To undertake other support duties as required by Children's Services Improvement Team within the range of the salary grade.

Key relationships

External	Internal
Health Education Police Probation Housing Other Local Authorities Charities including third sector agencies Partner organisations	All service areas in Childrens Services Human Resources Adults Services

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	
Knowledge	
Understand the role of learning and development in an organisational setting	
Up-to-date knowledge of current development and practices in IT	
Microsoft packages and Computerised recording and management systems	
Learning & Development principles	
Skills and Abilities	
Have effective digital skills to use systems, spreadsheets and other window based packages to an intermediate level	
Be currently working or have worked with a computerised HR system to enable learning and development records to be managed	
Maintain excellent interpersonal; organisational skills and have the ability to work in a flexible manner to resolve issues	
Be able to evaluate the effectiveness of training and produce evaluation reports	
Be able to plan and prioritise work	
Able to support individual learners on a 1:1 basis over the telephone or email	
Able to participate in the development and implementation of computerised systems and to produce routine statistics and reports	
Ability to work with employees at all levels across the organisation	
Experience	
Experience of coordinating and directly supporting the delivery of training programmes within a large organisation	
Developing and working with a digital training system to maintain and update employee records and provide management information	
Experience of working in a training learning and development environment including commissioned services and providers	

Qualifications
Relevant IT skills
Customer service qualification/experience
Working at Functional skills – Level 1
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	March 2023	Date Reviewed	Reviewed March 2023
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