



Job Title: Learning and Development Administrator (BILD)

Job Grade: £18,500 FTE, (actual £11,100 - £14,800)

Responsible to: Qualifications Coordinator

Location: Flexible working, one day per week at Bild Head Office, Edgbaston, Birmingham.

Hours: 24 - 30 hours (3-4 days)

Contract: Permanent

Role Summary: To provide a high-quality co-ordination and administrative support for all workforce development qualifications undertaken by BILD.

Key Responsibilities and Duties

Coordinate the administration of all workforce development, qualifications and Consultancy Services.

To develop and maintain positive relationships with BILD stakeholders including all BILD staff, new and existing customers, associate consultants, BILD advisors, people with learning disabilities, autistic people, and their families through telephone, email and face to face contact and respond to all enquiries in a timely way

Coordination of training & development delivery

- to promote the BILD Learning and Development Portfolio, by responding to enquiries in a timely way and delivering excellent customer service
- to provide administrative support, including, ordering and posting certificates, administering the Quality Assurance process and liaison with Pearsons (the awarding body).
- Assisting tutors and candidates with submissions and marking, organising meetings and taking minutes.
- processing applications and registering learners
- taking bookings from customers for events and consultancy work
- to match associate to customer need and identify dates for delivery
- to maintain and update electronic systems including Learner Management System (LMS) CRM 'Sales Force' ensuring effective

data capture

- to work collaboratively with the finance team to ensure invoices and payments are administered in a timely and accurate way
- to work collaboratively with publications coordinator to maintain version control of written materials including handouts, PowerPoints, training materials, easy read documents and ensure materials are sent out and delivered to customers in excellent order

- provider trainers, tutors (and customers) with timely and accurate training materials and ensure training materials are in the right place at the righttime
- data entry of all training evaluations record keeping of all feedback from evaluations for all consultants and programmes (in liaison with Quality Manager)
- To arrange travel, accommodation, and courier packages for customers and BILD associates delivering training
- To provide effective outcome focused administration support for other workforce development training and events where required (additional to qualifications)
- To undertake additional activities and responsibilities as agreed with Manager

Experience

At least two years' experience working in a learning and development team and /or training provider. Experience of providing administrative support for accredited qualifications (desirable)

Knowledge

Sound knowledge of Information Technology including Microsoft packages, good knowledge of managing databases, Learner Management Systems (LMS) e.g., Moodle. Knowledge of Customer Relationship Management systems, Sales Force experience (desirable).

Competencies

Excellent organisational and time management skills. The ability to work as a team player. To be a 'people person' with the ability to build good rapport to achieve shared goals.

Equal Opportunities

BILD is striving towards being an equal opportunities employer. In working towards this aim no employee, or job applicant will receive less favourable treatment on the grounds of their role, gender, age, disability, race, nationality, ethnic or national origin, colour, sexual orientation, domestic circumstances, social and employment status, gender reassignment, privately held political opinion, trade union membership, religious or similar philosophical belief, or disadvantaged by conditions or requirements which cannot be shown to be justifiable.

BILD is committed to ensure all employees have fair and non-discriminatory systems for recruiting or accessing training to enhance the development or promotion of staff. BILD has been awarded Investors in People.

Confidentiality

The confidential nature of the work means that employees working within BILD must maintain the strictest security in relation to documentation and ensure that confidentiality is maintained at all times in accordance with relevant Data Protection and associated legislation.

Health & Safety

The postholder is expected to make him/herself aware of and comply with BILD's Health & Safety Policy.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within BILD's management agenda and priorities.

The Job Description has been agreed by:-	
Job Holder:	Date:
Manager:	Date: