

## Learning and Development Administrator

Department	Delivery
Responsible to	Qualifications Manager
Salary	£21,168-£26,460 depending on hours (£26,460 FTE)
Location	Hybrid working with a minimum of 1 in-person day per week in Birmingham
Hours	30-37.5 hours per week (4-5 days) with Friday being a required day
Contract	Permanent
Additional benefits	<ul style="list-style-type: none"> <li>• Friendly and inclusive working environment.</li> <li>• Generous and flexible annual leave allowance: 30 days per year (pro rata for part-time employees) plus bank holidays (pro rata for part-time employees).</li> <li>• Generous pension provision.</li> <li>• Life assurance (x3 annual salary).</li> <li>• We actively encourage flexible working culture.</li> <li>• Employee Assistance Programme – to support issues that come up in life and a proactive wellbeing App.</li> </ul>

### Role summary

The administration of all Bild qualifications services, and other training/workforce development when required. To develop and maintain positive relationships with Bild stakeholders including 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.

## Specific Responsibilities

- To promote the Bild qualifications offering, by responding to enquiries and delivering excellent customer service.
- To provide administrative support to the qualifications department.
- To use relevant electronic systems (Learner Management system, Salesforce etc) to aid learners, tutors, and other stakeholders.
- To set up accounts on the Learner Management System.
- To post textbooks and certificates to learners.
- Ensure that learners and tutors are kept up to date with their progress and to respond to all queries by monitoring email communication via a dedicated inbox.
- To attend a variety of meetings and act as minute taker. Some meetings take place after 5pm.
- Facilitating and organising events for learners.
- To attend in-person Bild conferences to support the qualifications team in promoting Bild courses and to build relationships with external stakeholders – conferences are countrywide.
- To engage with the supervision and appraisal process.
- To undertake additional activities and responsibilities as agreed with line Manager.

This list is not exhaustive.

## Person Specification

### Experience/Skills/Competencies

<p>Essential</p>	<ul style="list-style-type: none"> <li>• At least 2 years' experience working in a learning and development team and/or learning provider.</li> <li>• Good IT knowledge and experience of managing databases and learner management systems – for example, Moodle and Talent.</li> <li>• Excellent interpersonal skills and the ability to work well both alone and with others.</li> </ul>
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	<ul style="list-style-type: none"><li>• A willingness to fully engage with the supervision and appraisal process.</li><li>• Be able to occasionally work outside of office hours and be able to travel if needed.</li></ul>
Desirable	<ul style="list-style-type: none"><li>• Experience of customer relationship management systems, such as Salesforce.</li><li>• Organising online events.</li></ul>