

SECTION 1

JOB IDENTIFICATION

Job Title: Facilities Learning & Development Administrator

Department(s): Facilities Directorate

Location: Foresterhill Campus, Aberdeen

Hours: 37 Per week

Grade: Band 3

Salary: £28,011 - £30,230 pro rata per annum

Contract: Permanent

Job Reference: SC223206

SECTION 2

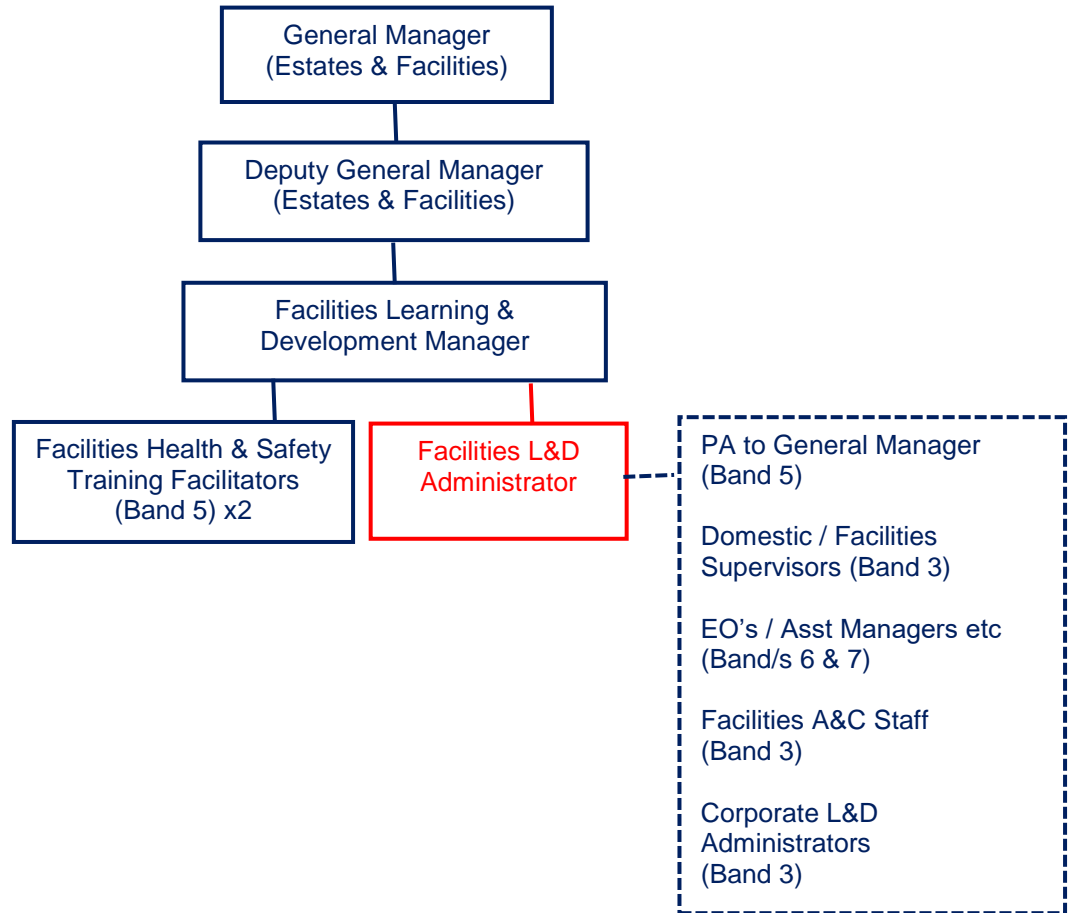
Job Purpose - the reason why the post exists. This should be a **brief statement**. It should not list all the tasks.

The main purpose of this role is to provide a comprehensive learning and development administrative support function for the Facilities Learning & Development team / Facilities Management Team. This involves dealing with aspects of learning and development for approx. 2,500 staff.

The post holder will be involved in the use of several different IT systems, the design of training materials, preparing reports and statistical information/data, recording of staff training records and organisation and planning of local and ad-hoc training programmes. The post holder will also be required to provide a clerical / secretarial service for other Facilities Services based at Dr. Gray's Hospital where appropriate.

Will also be responsible for arranging work experience placements, processing and registering school pupils and staff who may be participating in any of the Foundation / Modern & Graduate Apprenticeship Programmes (inc other Workforce & Employability Initiatives) across a variety of occupational pathways on behalf of NHS Grampian. Liaising with and acting as a key point of contact for other NHS partner agencies and external organisations.

Organisational Chart (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant)).



SECTION 3

1	<p>Communication and relationship skills</p> <p><i>Provide and receive routine information: barriers to understanding and receive complex or sensitive information (3a / 3b)</i></p> <p>The post holder is required to communicate with a wide range of staff, service users, senior NHS Grampian/ NHS Scotland colleagues and a range of senior staff and contacts from external organisations and agencies on a regular basis e.g.: Schools, Colleges, Universities and a variety of training providers.</p> <p>To act as the first point of contact for dealing with a range of NHS Grampian staff and departments eg: L&D, Health & Safety, Infection Prevention & Control etc. and external learning / training providers queries relating to the Facilities Learning & Development Service, Apprenticeship Programmes and Developing the Young Workforce / Employability programmes.</p> <p>The post holder will be required to interpret and investigate queries and respond to the member of staff with the facts in an appropriate manner within recognised timescales.</p> <p>Dealing with members of staff from a variety of ethnic backgrounds and who may not have English as a first language</p> <p>The post holder will be required to build and develop good working relationships within the Facilities Directorate, with other organisational service areas and external agencies and making regular contact with Departmental Managers and staff re: departmental, personal and statutory / mandatory training needs and requirements.</p> <p>Acting as the central point of contact for the Facilities Directorate when booking external training courses and processing travel and accommodation requests in conjunction with NHS Grampian booking procedures.</p> <p>Ensuring that Line Manager is kept up to date with all aspects of departmental activities which arise when they are out of the department</p>
2	<p>Knowledge, training and experience</p> <p><i>Range of work procedures and practices; case level of theoretical knowledge (3)</i></p> <p>The post holder should be educated to SCQF Level 6 (previously SVQ Level 3) or the ability to demonstrate equivalent knowledge, skills, training or experience</p> <p>Evidence of continuing professional development</p> <p>Previous experience of working within a Learning & Development / Facilities Supervisory Management / Administration environment</p> <p>Experience / working awareness of the NHS Scotland Career & Education Framework for Estates & Facilities Staff</p> <p>Computer literate – ability to use a range of Microsoft Office programmes, Training Management / Performance Management system, NHSmail, Meeting Room Manager</p> <p>2-3 years experience working within a similar environment where the postholder has been required to work using own initiative</p>

	Willingness, enthusiasm and commitment to undertake other formal, statutory / mandatory and other appropriate personal development study programmes
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3	<h3 data-bbox="267 346 876 388">Analytical and judgemental skills</h3> <p data-bbox="267 420 1144 451"><i>Judgements involving facts or situations, some requiring analysis (2)</i></p> <p data-bbox="267 483 1485 546">Producing digital/written and verbal reports for Line Manager and other Heads of Facilities Services and Departmental Managers on a regular basis and interpreting these where necessary</p> <p data-bbox="267 577 1518 693">Using the NHS Grampian Training / Performance Management system to produce reports and statistics on a regular basis for Facilities Management Team, Facilities Performance Meetings and a variety of reports required for submission to Scottish Government, Skills Development Scotland, Grampian Area Partnership Committee and NHS Grampian Staff Governance Committee etc.</p> <p data-bbox="267 724 1461 787">The postholder will be required to work on own, often having to use their own initiative, prioritising and resolving conflicting appointments and making decisions in the absence of the Line Manager.</p> <p data-bbox="267 819 1526 882">The postholder will be required to make decisions at short notice regarding staff undertaking a Foundation, Modern or Graduate Apprenticeship or school / college students undertaking work experience / placements.</p>
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4	<h3 data-bbox="267 945 893 987">Planning and organisational skills</h3> <p data-bbox="267 1018 1136 1050"><i>Plan and organise straightforward tasks, some requiring analysis (2)</i></p> <p data-bbox="267 1081 1526 1176">The post holder will be required to record a range of staff training records and will be required to coordinate staff refresher training on a regular basis. This type of training is particularly important due to both statutory and legislative requirements.</p> <p data-bbox="267 1207 1510 1291">Diary management responsibilities for Line Manager and booking, planning and organisation of a range of training courses, meetings and use of Meeting Room Manager and University of Aberdeen/ training room booking system.</p> <p data-bbox="267 1323 1485 1417">The post holder will be required to plan and organise their workload using a high standard of time management skills when carrying out the range of duties associated with the role. The meeting of strict / fixed deadlines is key to the success of this post.</p> <p data-bbox="267 1449 1502 1543">Planning and organising a range of in-house training courses, booking of venues / speakers, liaising with Line Managers / Staff, dealing with staff nominations / registrations and communicating booking / joining / travel instructions etc.</p> <p data-bbox="267 1575 1526 1669">General administrative tasks such as filing, word-processing, data-entry and maintenance of staff training records and systems in accordance with both the General Data Protection Regulations and NHS Grampian confidentiality procedures.</p> <p data-bbox="267 1701 1494 1816">The post holder will be required to place orders using the PECOS procurement system for general office consumables and external training / conference provision, the processing of invoices, debtors forms and hospitality requests in accordance with NHS Grampian Standing Financial Instructions to the value of approx. £ 50,000 per annum.</p>
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5	<h2>Physical Skills</h2> <p><i>Developed physical skills; advanced keyboard use (3 a)</i></p> <p>The post holder is required to possess advanced keyboard skills together with the need for a high degree of accuracy.</p> <p>The post holder will be required to be competent in the use of PC, telephone, video-conferencing equipment, photocopier / scanner</p>
6	<h2>Responsibilities for patient / client care</h2> <p><i>Assists patients / clients / during incidental contacts / provides non-clinical advice, information to patients / clients / relatives (1-2)</i></p> <p>Occasional contact with patients – only when dealing with staff / students working within a clinical environment</p>
7	<h2>Responsibilities for policy / service development</h2> <p><i>Follow policies in own role, may be required to comment / implements policies and propose changes to practices, procedures for own area (1-2)</i></p> <p>The post holder is responsible for adhering to a range of organisational policies and procedures eg: Procurement and Standing Financial Instructions</p> <p>The post holder may be required to comment and participate in changes / practices relevant to their function / job role and to engage in any partnership activities where required.</p>
8	<h2>Responsibilities for financial / physical resources</h2> <p><i>Handles cash, valuables / maintain stock control (2a / 2c)</i></p> <p>The post holder is responsible for the maintenance of stock levels, departmental procurement for equipment, consumables and stationery using both PECOS and manual systems.</p> <p>The post holder is responsible for adhering to organisational IT Security policies / procedures.</p> <p>Ensuring the department / office facilities are kept secure and locked appropriately.</p>
9	<h2>Responsibilities for human resources</h2> <p><i>Demonstrates own activities to new or less experienced employees / day to day supervision (1-2a)</i></p>

	<p>The post holder would be required to demonstrate basic duties and processes to new or less experienced members of staff, Foundation / Modern Apprentices or students participating on work experience / work placement.</p>
<p>10</p>	<p>Responsibilities for information resources</p> <p><i>Data entry, text processing, storage of data / take, transcribe formal minutes (2-3a)</i></p> <p>The post holder is responsible for recording personally generated information and for recording a range of staff statutory / mandatory or routine training records.</p> <p>The post holder may also be required to act as a scribe at L&D meetings and to translate notes into formal minutes or action notes.</p> <p>The post holder will be required to produce and construct basic reports / letters</p>
<p>11</p>	<p>Responsibilities for research and development</p> <p><i>Undertakes surveys or audits as necessary to own work (1)</i></p> <p>The post holder will be required to participate in the annual NHS Scotland 'iMatter' staff survey</p> <p>The post holder will be required to assist the Line Manager with carrying out basic audits within the Directorate. This may include collation and presentation of findings using graphics e.g.: pie charts, bar graphs etc.</p>
<p>12</p>	<p>Freedom to act</p> <p><i>Clearly defined occupational policies, work is managed rather than supervised (3)</i></p> <p>The post holder has a high degree of autonomy in managing own workload in delivering the requirements of personal work plan in line with the strategic objectives of both the Department and Directorate and will be required to multi-task on a regular basis.</p> <p>Workload is managed rather than supervised on a daily basis, with regular 1:1 meetings and support from the Line Manager re: work related issues as and when they arise.</p>
<p>13</p>	<p>Physical effort</p> <p><i>Frequent sitting or standing in a restricted position (2a)</i></p> <p>The post holder has a frequent requirement for sitting in a restricted position on a daily basis, with the majority of work being desk based.</p> <p>There will be occasional requirement for moderate effort for several short periods on a daily basis to access and liaise with other Facilities departments / personnel who are located external to own office environment.</p> <p>There may also be a requirement for the post holder to attend team meetings or training courses in other NHS Grampian locations.</p>

14	<p>Mental effort</p> <p><i>Frequent concentration; work pattern predictable (2a)</i></p> <p>Frequent requirement for concentration when carrying out work tasks such as recording staff training records, production and compilation of reports and organising training events and booking of venues and speakers etc.</p> <p>The post holder will also have to deal with frequent interruptions with staff accessing the office building and telephone calls</p>
15	<p>Emotional effort</p> <p><i>Exposure to distressing or emotional circumstances is rare / occasional distressing or emotional circumstances (1-2)</i></p> <p>The post holder will occasionally be exposed to distressing and challenging circumstances when dealing with the recruitment and selection of applicants associated with apprenticeship posts and dealing with Facilities staff who are resistant to change or who are being un-cooperative</p> <p>The post holder will be responsible for communicating unpleasant / unpopular news to members of staff e.g.: assignment fails, plagiarism, assessment referrals, non-compliance etc</p>
16	<p>Working conditions</p> <p><i>Use VDU more or less continuously (2e)</i></p> <p>The post holder is required to work within office environment using a range of PC / IT equipment approx. 85-90% every day.</p> <p>There will also be a requirement for the post holder to use road transportation when attending team meetings. This amounts to approx. 1,500 miles per annum.</p>

PERSON SPECIFICATION

POST/GRADE:	Facilities Learning & Development Administrator (Band 3)
LOCATION:	Facilities Learning & Development, Aberdeen Royal Infirmary
WARD/DEPARTMENT:	Facilities Learning & Development, Directorate of Infrastructure, Sustainability & Support Services

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below

GENERAL REQUIREMENTS

Factor	Essential	Desirable
Qualification & Experience	<p>Considerable experience within an administration / facilities / learning and development role (or equivalent)</p> <p>Standard Grade / Intermediate 2 / Nat 5 qualifications in English, Maths and 3 other subjects (SCQF Level 5 / 6 or equivalent)</p> <p>Proficiency and experience in using a range of Office 365, IT software packages e.g.: MS Teams, TURAS Training Management System, DATIX reporting,</p> <p>Willingness and commitment to undertaking further training and personal development</p>	<p>Higher National Certificate – Business Administration (SCQF Level 7 or equivalent experience)</p> <p>Appropriate supplementary qualifications e.g.: IT, Health & Safety, Personal Development (or equivalent)</p>
Circumstances & Flexibility	<p>A high standard of time-management, communication and inter-personal skills</p> <p>Ability to engage with a range of operational and supervisory / managerial staff (including staff who may not have English as a first language)</p> <p>Ability to demonstrate evidence of competency of relevant and appropriate administrative and clerical skills (including PC / Keyboard Skills)</p> <p>Ability to find solutions / solve operational L&D related problems for line managers</p> <p>Ability to adopt a flexible approach to working hours (as and when required)</p> <p>Experience of dealing with queries and problem solving with a range of agencies, stakeholders and customers</p>	<p>Ability to assist Line Manager and other Departmental Managers create / design, deliver and implement a range of practical development solutions in order to comply with legislation and organisational policies</p>

<p>Particular requirements of the post</p>	<p>Evidence of continuing professional development such as practical training, health and safety related, staff training etc</p> <p>Applicants must have experience of dealing with and recording confidential / sensitive information</p> <p>Ability to deal with and implement a range of role related tasks at speed, within tight / challenging timescales, with a high degree of accuracy and consistency</p> <p>Ability to demonstrate competency in the design, development and adaptation of promotional materials eg: posters, booklets, videos, case studies for social media and local and national initiatives</p> <p>A flexible approach in relation to working hours and location</p>	<p>Previous experience of development review and personal development planning process</p>
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