# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title:** Learning, Education & Training Administrator

**Responsible to:** OD**,** Learning & Education Advisor

**Department(s):** Human Resources – Organisational Development

**Job Holder Reference:** UD-BN-AS-469

**No of Post Holders:** 3

**2. JOB PURPOSE**

The post holder is responsible for the effective day to day administration of the learning, education and training tasks as directed by the OD, Learning & Education Advisor. The post holder will also provide an administration service to the Head of Organisational Development and the Organisational Development Team. Post holder will be responsible for working collaboratively with other members of the team to ensure work targets are met. The post holder will effectively and efficiently manage the administration of any other training activities for NHS Forth Valley and its partners in Forth Valley as directed by the Head of Organisational Development and the OD and Learning & Education Advisor.

**3. ORGANISATIONAL POSITION/ROLE OF DEPARTMENT**

**SEE APPENDIX 1**

**4. DIMENSIONS**

The post holder is responsible for supporting the learning; education and training function for c.6,500 NHS Forth Valley Staff as directed by the OD & Learning, Education Advisor.

**5. KEY DUTIES/RESPONSIBILITIES**

* Provide a point of contact on all learning, education and training queries from NHS Forth Valley staff, GP Practice staff and all external customers and course delegates. Respond timeously to learning, education and training requests, deal effectively with any course bookings or changes.
* Provide administrative support for the delivery of a wide range of learning, education and training programmes of varying levels for all employees throughout NHS Forth Valley, to ensure clients are provided with the highest standards of service in conjunction with the OD & Learning and Education Advisor.
* Liaise with internal and external Training Consultants

* Responsibility for ensuring that all training materials are kept up to date.
* Ensure that work targets are met.
* Effectively reprioritising workload when necessary.
* Assist with the day-to-day running of the Learning, Education and Training Centre, reporting all maintenance, safety and security issues on a daily basis.
* Ensuring that all facilities are maintained to a high level.
* Ensuring that all equipment is recorded if going out on loan and that this is maintained on a regular basis.
* Responsibility for the day-to-day use of the Learning Centre.
* Support with the set-up of audio-visual equipment and provide loop system for hearing impaired clients if required and meet any other special requirements that are requested.
* Support the provision of the helpdesk function to users of eESS, OLM, Turas and iMatter and the online room booking system.
* Provide accurate reports for the Head of OD and Organisation Development Team on booking and cancellation levels.
* Responsibility for regularly updating and developing the OD Learning and Education intranet pages as directed by line manager.
* Responsibility for ensuring all internal and external learning, education and training providers are aware of security and health and safety requirements for both themselves and their delegates.
* Provide administrative support for the delivery of a wide range of learning, education and training programmes of varying levels for all employees throughout NHS Forth Valley, to ensure clients are provided with the highest standards of service in conjunction with the OD & Learning and Education Advisor.
* Provide information to potential customers regarding the use of the Learning, Education and Training Centre facilities including room bookings and availability of audio-visual equipment.
* Support the administration of the work placement programme within NHS Forth Valley, liaising with schools and internal stakeholders to provide agreed placements.
* Deal with any problems that might affect the smooth running of learning, education and training events and meetings.

6. SYSTEMS AND EQUIPMENT

The post holder is expected to be competent using Microsoft Office packages - Word, Excel, PowerPoint, Outlook. eESS, TURAS, iMatter and the Room Booking system

The post holder is also expected to operate audio visual equipment (ClickShare, projectors), flipcharts and stands, display boards, telephone, photocopier.

Post holder will be competent in the use of Learning Management Systems, reporting systems and online booking and diary systems.

Audio visual equipment will be used on a regular basis and post holder will require to be competent in setting up and troubleshooting this equipment.

7. ASSIGNMENT AND REVIEW OF WORK

Post holder would be required to manage own workload as directed by the

OD and Learning & Education Advisor.

Work is generated through the OD and Learning & Education Advisor, Organisational Development Team and the Head of Organisational Development.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal

* All NHS Forth Valley Staff and Managers
* Training Department
* HR Managers
* Senior Medical Staff

External

* Training Organisations and Agencies
* Private Healthcare Organisations
* GP Practices and their Staff
* Health Boards
* Local Authorities
* External Training Consultants
* Local Schools and School Placement Students

9a. PHYSICAL DEMANDS OF THE JOB

Moving equipment between rooms, carrying training aids and moving furniture.

Laptop – 8kgs

Projector – 7kgs

LCD Projector – 17kgs

Chairs – 9kgs each

Tables – unable to weigh

Boxes – 10 – 12.5kgs

9b. MENTAL/EMOTIONAL DEMANDS OF THE JOB

Ability to manage own workload

Conflict management

Maintenance of creative solutions to all learning, education and training related problems – Frequently

Ability to multi-task – Frequently

Ability to maintain high standards of work despite constant interruptions

To be self-motivated in prioritising day to day duties of several post holders

High levels of concentration required to maintain standards of excellence

Managing and problem solving for staff, customers, training providers and centre users

Dealing with demanding and conflicting priorities

High levels of VDU usage

High level of care required in maintaining learning, education and training centre security

Constantly monitoring learning, education and training equipment, etc to ensure effective working order

Working to tight deadlines

#### 10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED

* SVQ/HNC in Business Administration or equivalent is desirable
* Significant experience of office administration preferably within a learning, education or training environment
* Must be an effective communicator, who is comfortable communicating at all levels
* Initiative, accuracy and attention to detail
* Knowledge and experience of using all Microsoft Office packages
* Good interpersonal skills and customer service responsibility
* Typing of emails, letters, reports, output notes, flyers, posters, etc

* Must be an effective communicator, who can communicate at all levels
* Comfortable working in a busy environment with non-routine and ambiguous tasks
* Ability to plan and manage workload
* Ability to provide a quality service
* Ability to work to strict deadlines
* Able to liaise and work with a range of agencies
* Relate to and work with staff in a number of health, social care and independent agencies
* Must be a team player, who is customer focussed
* Have a positive attitude to work
* Ability to work without supervision when necessary
* Ability to work well within a team
* Discretion and ability to maintain confidentiality
* Flexibility to cope with varying customer demands

### Appendix 1

**NHS FORTH VALLEY**

## Job Title: Learning, Education and Training Administrator

Responsible to: OD and Learning & Education Advisor.

Department(s): Human Resources – Organisational Development

Job Holder Reference: BN-AS-469

No of Post Holders: 3

# ROLE OF THE DEPARTMENT

The Human Resources Service is responsible for the development and implementation of a comprehensive HR Strategy, workforce development and workforce planning, operational HR and training and development. The HR Directorate is also responsible for the provision of an Occupational Health Service.

A range of services are provided. These include the development of HR strategies, policies and procedures, implementation of the Staff Governance standard, organisational development, learning plans and training programmes, workforce information and planning, the recruitment and retention of staff, employee relations and partnership working, terms and conditions of service and medical staffing. The HR Directorate also provides advice on the HR implications of strategic service change and modernisation.

#### B. ROLE OF THE UNIT/FUNCTION

Within the overall Organisational Development function, the role of the Learning, Education and Training Team is to support the development of workforce capability, capacity and commitment by providing learning, education and training opportunities for all staff in NHS Forth Valley and creating a learning environment to support NHS Forth Valley meet its strategic aim of becoming an integrated, collaborative, co-operative and corporate health care organisation.

# DEPARTMENT ORGANISATIONAL CHART

HEAD OF

ORGANISATIONAL DEVELOPMENT

OD ADVISOR

OD ADVISOR

OD & LET ADVISOR

SNR LET ADMINISTRATOR

LET

ADMINISTRATOR

LET

ADMINISTRATOR

SNR LET ADMINISTRATOR

LET

ADMINISTRATOR