

## SINGLE CORPORATE SERVICES

### Learning Development and Education (LEaD) Department

<b>Job title:</b>	Learning and Development Administrator - Careers	<b>To be completed by HR</b>  <i>Job Reference Number</i>
<b>Reporting to:</b>	Career Development Facilitator	
<b>Accountable to:</b>	Learning, Development and Careers Lead	
<b>Pay Band:</b>	Agenda for Change Band 3	

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

#### Job purpose

This role is based within the Learning, Development and Education Team, providing key administrative support for Apprenticeship and Careers function.

As part of this role, you will uphold our organisational values by contributing to the coordination and delivery of Learning, Education, and Development initiatives for our people, focusing specifically on apprenticeships and career development.

This is an exciting opportunity for someone eager to join a vibrant, forward-thinking team that values adaptability, communication, and ongoing learning. You will have a key role in shaping the organisation's learning culture and contributing to the success of apprenticeships, career opportunities, and initiatives.

#### Job summary

The post holder will offer excellent administrative support, with a particular focus on apprenticeships, career opportunities. Acting as the first point of contact for staff enquiries, you will assist the team with administrative and project support related to staff development programmes, both internal and external engagement, and sustainable workforce initiatives. Your role will play a key part in delivering high-quality care to our community by ensuring staff have the training and resources needed to thrive."

## Organisational Chart



## Specific Core Functions

1. Daily office administration including overseeing careers inbox and supporting with the apprenticeship inbox, answering enquiries, signposting to established internal and external resources and connecting to subject matter experts for further guidance.
2. Greeting visitors within the Education Centre and signposting to correct point of contact.
3. Arrange meetings and meeting rooms where required for the Learning, Development and Careers Lead, Learning and Development manager (Apprenticeships), Career Development Facilitator and other team members as appropriate.
4. Arrange team travel and bookings where necessary.
5. Order and manage stock for event supplies for the team ensuring monthly stock take is kept up to date.
6. Ensure Careers and Apprenticeship sections of SharePoint is maintained regularly.
7. Manage ordering of any new marketing material require to support events.
8. Support with the design of any new marketing material for events both internally and externally, overseeing upkeep of all marketing material and stock.
9. Maintain the Career Champion database ensuring the effective and efficient use, making sure that all information and communication is correctly shared with Career Development Facilitator in time for Talent for Care report.

10. Support Learning, Development and Careers Team when necessary to keep all records up to date and issuing all stakeholders with relevant engagement initiatives.
11. Oversee the coordination of follow up emails regarding career coaching and ensure feedback is captured and feedback to the Career Development Facilitator.
12. Link with schools, training providers and workplaces to be point of contact and gatekeeper for careers information and networks.
13. Attend weekly team meetings for personal development and to identify support for team.
14. Attend events both internally and externally to support the wider Trust with Growing the future workforce.
15. Support with administration regarding skills development initiatives for staff.
16. Support with administration of the Trust' work experience programme.
17. Use own initiative and creativity to drive social media engagement regarding career and apprenticeship activities supporting the Career Development Facilitator.
18. Provide weekly site drop-ins to clinical and non-clinical areas, acting as an advocate of the work the team do and the services offered, connecting staff and team subject matter experts when escalation is required.
19. To effectively undertake other projects as directed by the Senior Management Team manage, delivering on targets and implementing innovative new ways of working.
20. To maintain information displays within the Education Centre to reflect current apprenticeship and careers initiatives and updates.
21. To liaise with Communications Team and other stakeholders to promote and celebrate workstreams within the Learning, Development and Careers function.
22. To undertake other duties within wider Learning, Education and Development Team as and when required.
23. Required to have a flexible approach to work and recognise the need to adapt to the requirements of the department and to cover for colleagues

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
  - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
  - (b) providing and receiving complex or sensitive information,
  - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

### ***Analytical and Judgement***

- Judgements involving facts or situations, some of which require analysis.

### ***Planning and organising***

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

### **Physical Skills**

- The post has minimal demand for work-related physical skills.

### **Patient Client Care**

- Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

### **Policy and Service Development**

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

### **Financial Management**

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

### **Management/Leadership**

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

### **Information Resources**

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

### **Research and development**

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

### **Freedom to Act**

- Generally, works with supervision close by and within well established procedures and/or practices and has standards and results to be achieved.

### **Physical effort**

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

### **Mental effort**

- There is a frequent requirement for concentration where the work pattern is unpredictable, or there is an occasional requirement for prolonged concentration.

### **Emotional Effort**

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

### **Working conditions**

- Exposure to unpleasant working conditions or hazards is rare.

## Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
<b>Qualifications</b>	NVQ/Standard Level 3 Business Administrator or equivalent qualification, or experience within Business Administration	GCSE Maths and English A-C/4-9 or equivalent (e.g Functional Skills Level 2; overseas equivalent) or willingness to work toward  Computer Skills qualification  NVQ Level 2/3 Customer Service or equivalent	<b>Application</b>
<b>Experience</b>	Proficiency in the use of Microsoft Office applications to support efficient work activity	Experience of Business Administration ideally within Health service sector or similar	<b>Application/Interview</b>
<b>Knowledge</b>	Ability to achieve high levels of accuracy  Excellent communication, interpersonal and organisational skills  Able to deal/liaise with staff at all levels  Able to identify and priorities workload  Understanding of confidentiality and discretion  Able to work independently to deliver on deadline as required		<b>Application/Interview</b>

	Able to recognise the importance of teamwork and the ability to work independently		
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### Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.