

SINGLE CORPORATE SERVICES

JOB DESCRIPTION

Job title:	Education Administrator	To be completed by HR - Job Reference Number:
Reporting to:	Education Data Systems Manager	
Accountable to:	Head of Business and Finance, LEaD	
Pay Band:	Band 3	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

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.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job Summary

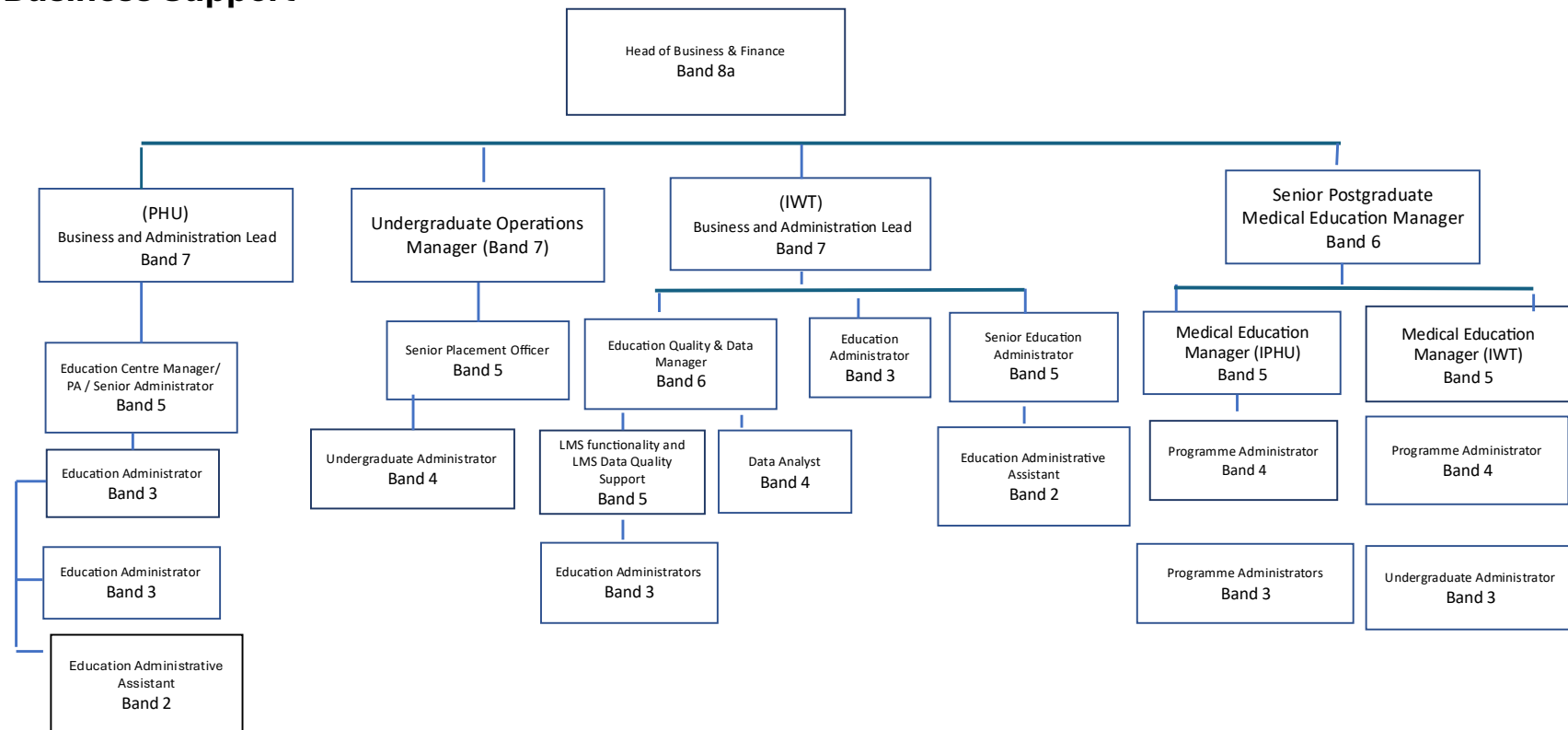
To deliver comprehensive administrative and customer service support for learning, education and development activities, including course coordination, Learning Management System (LMS) administration, training data management and responding to enquiries. The post holder will work collaboratively with colleagues and stakeholders to support workforce development, training compliance and the successful delivery of the Trust's education objective.

Job Statement

To provide high-quality administrative support to the Learning, Education and Development Team, specifically supporting the Learning and Development Business Team, acting as the first point of contact for enquiries from staff, signposting employees to support for Statutory and Mandatory training, creating a positive, safe and healthy workplace that delivers high quality care for our community ensuring the effective coordination, delivery and monitoring of learning and training activities across the Trust. The post holder will support staff, learners and stakeholders by maintaining accurate training records, managing course administration and contributing to a positive learning experience.

Organisational Chart

Business Support



Specific Core Functions

- Work as part of the Learning, Education and Development team to provide high quality, efficient and effective Learning, Education and Development activities.
- Ensuring the effective management of course bookings on the Trust Learning Management Systems (LMS).
- Providing a values-based customer focussed service.
- Accurately record attendance and completion of training completed within the organisation or via e-Learning or the Trust LMS or appropriate learning database.
- Dealing with general enquiries in relation to Education, Learning and Development in person, over the phone and via IT systems.
- Provide administrative support to departmental trainers and facilitators with regard to delivery of learning and development activities.
- Undertake general office administrative duties.
- Liaise with staff at all levels within the Trust and Subject Matter Experts (SME's) with regard to the efficient, effective delivery of internal training courses.

Communication and Working Relationships

The post holder will provide effective administrative support for the delivery of learning, education and development activities, liaising with internal and external stakeholders to coordinate training events, course bookings and venue arrangements. They will respond to enquiries, communicate course information and changes, maintain accurate learning and training information on electronic platforms, and provide a professional and customer-focused service to staff, delegates and visitors. This role will support the wider Learning and Development Business Team as required.

Analytical and Judgement

The post holder will support the administration and monitoring of learning and development activities by maintaining accurate training records and producing reports. They will monitor course attendance levels, promote courses where uptake is low and escalate concerns in line with departmental procedures. The role will provide a responsive and efficient first point of contact for learning, education and development enquiries, ensuring requests and queries are managed in a timely and professional manner.

Planning and Organising

The post holder will support the planning, delivery and monitoring of learning, education and development activities across the Trust, working with the Education Data Systems Manager and subject matter experts/facilitators to ensure sufficient training provision is available to meet organisational requirements. They will maintain accurate training records, produce reports and monitor course uptake, using judgement to identify low attendance and recommend course cancellation where appropriate. The post holder will also provide a responsive and professional service by managing day-to-day enquiries and supporting staff with learning and development queries in a timely manner.

Physical Skills

Standard keyboard and IT skills are required for the accurate input and maintenance of training data and records. The post holder will also use audiovisual and presentation equipment and undertake occasional handling and set-up of training resources and materials.

Patient Client Care

The post holder will provide a high-quality, customer-focused service to all internal and external stakeholders, ensuring enquiries are managed professionally, courteously and efficiently. Although contact with patients is incidental to the role, the post holder may come into contact with patients,

visitors and members of the public whilst undertaking duties across the Trust and will be expected to maintain a professional and responsive approach at all times.

Policy and Service Development

The post holder will be aware of relevant department related policies/procedures.

Financial Management

The post holder will be responsible for monitoring and maintaining electronic training materials and course resources to support the effective delivery of learning, education and development activities.

Management and Leadership

The post holder will provide flexible administrative support across the Learning and Development Business Team including providing office cover as required. They will support the induction and training of new team members, assisting with the use of learning and training systems and departmental processes to ensure consistent and effective working practices.

Information Resources

The post holder will provide comprehensive administration, and systems support for learning, education and training activities, including the management and booking of courses through the Learning Management System (LMS), maintaining attendance records, course communications and follow-up actions. They will provide first-line assistance for training facilitators with the setup and use of training technology and audiovisual equipment. The post holder will promptly identify, escalate and communicate any equipment issues to minimise disruption to training delivery and ensure a positive learning experience for all participants.

Research and Development

The post holder will assist with the collation, maintenance and retrieval of training records and documentation, and support the preparation of evidence and reports required for internal and external audits, inspections and quality assurance processes. They will support training facilitators and colleagues to identify opportunities to improve learning administration processes and service delivery.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	5 GCSE grade C or above (or equivalent), including Maths and English - Level 3 Business Administration or equivalent experience	Knowledge of IT systems used by the Learning, Education and Development Team	
Experience	Experience of working in a fast-paced corporate environment		
Knowledge	Good working knowledge of IT systems including Microsoft office applications and web based systems		

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

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 predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

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

Working Conditions

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment continuously on most days.

Compliance statement to expected organisational standards:

To comply with all Trust Policies and Procedure, regarding:

- 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.
- Always Comply with key clinical care policies and protocols for prevention and control of infection; 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 regarding 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 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 adult's 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 everyday 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.