

# Job Description

## Our Mission

**Mission:** We are passionate about the transformative power of training, promoting equity of learning through expert, tailored, engaging and values-led training solutions.

**Vision:** We want to lead the way in revolutionising frontline services, through collaboration and community, to create a national standard of high-quality values-led training.

## Our Values

Integrity | Excellence | Fairness | Collaboration | Innovation

## Role Details

<b>Job Title</b>	Learning and Development Administrator		
<b>Report to:</b>	Learning and Development Coordinator		
<b>Weekly Hours</b>	24 hours Monday - Wednesday	<b>Salary</b>	TBC
<b>Job Type</b>	Permanent	<b>Location</b>	Hybrid working Potential opportunities to visit Hestia Head Office in London

## Main Duties

### Job Overview

This job will be supporting the Learning and Development function for our long-standing customer, Hestia Housing and Support. Hestia delivers services across London and the surrounding regions, as well as campaign and advocate nationally on the issues that affect the people they work with.

### Key Responsibilities

- Managing the appropriate inbox and keeping within expected response times.
- Learning Management System Support with Resource Link and iHASCO.
- Advise Managers and Staff of Learning and Development opportunities.
- Keeping a log of training spaces, updating and checking regularly.
- Organising and booking the Central Induction and the Managers Induction
- Collating non-attendance at training reports.
- Adding attendees to room bookings on the relevant system.

- Ensuring venues for training are booked together with any associated facilities, training aids and/or equipment required.
- Sending training reminders to attendees as per relevant processes.
- Collating and sending attendance lists, and feedback links to relevant parties.
- To ensure that evaluation feedback is captured for all courses undertaken and processed appropriately.
- Booking staff/ cancelling staff from training as appropriate.
- Requesting links from trainers/ from relevant Zoom accounts and processed appropriately.
- Updating attendance status' on the Learning Management System.
- Processing attendance lists appropriately.
- Setting up any new starters on the Learning Management System, where needed.
- Adding courses to the Learning Management System and relevant trackers.
- Updating the Learning and Development Intranet Page on a regular basis.
- Creating and sending certificates for training, where appropriate.
- Work closely with the Hestia L&D Coordinator and all members of the L&D Team.
- Posting to social media and engaging with the Training 4 Influence online community.

*Note: This job description is not exhaustive and may be subject to change as the needs of the organisation evolve.*

## Person Specification

Qualifications required
GCSE English pass or Functional Skills English Level 2 pass or equivalent
Relevant experience
<ul style="list-style-type: none"> <li>• At least two-years' administration experience within a similar role and knowledge of even co-ordination.</li> <li>• Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).</li> <li>• Proficiency in Social Media sites.</li> <li>• Excellent organisational and time management skills, with the ability to prioritise tasks and meet deadlines in a fast-paced environment.</li> <li>• Strong attention to detail and accuracy in data entry and record-keeping.</li> <li>• Effective communication skills, both written and verbal</li> </ul>

- Ability to maintain confidentiality and handle sensitive information with discretion.
- Experience with using Learning Management Systems.
- Experience of current/innovative business communication or cloud sharing devices such as: Zoom, SharePoint, Teams

#### Personal qualities required for the role (provide brief details)

- Reliable and capable of working independently and with minimal supervision
- Self-motivated with a positive attitude and a strong desire to achieve high standards
- Highly organised with an excellent attention to detail
- Resilient with capacity to work accurately, under pressure and to meet deadlines
- Excellent interpersonal skills with the ability to communicate effectively at all levels
- Flexible, able to adapt to change with a willingness to learn
- Professional and enthusiastic
- Ability to maintain confidentiality at all times

## How to Apply

**We are accepting applications for this role by email.**

Email: [admin@transformyourtraining.org](mailto:admin@transformyourtraining.org)

Subject: Learning & Development Admin Application

**Please send us:**

- A copy of your CV
- A short voice note or cover letter explaining:
  - Why this role excites you
  - How your experience matches what we're looking for
  - What you'd need from us to do your best work