Learning and Development Administrator

Human Resources

Closing date: 28 October 2018
Interview date: 12 November 2018
Vacancy reference: 7081
INTRODUCTION

The University of York is committed to providing a vibrant and supportive environment for all its staff which reflects its position as a Russell Group University. We work in collaboration with all key stakeholders in order to provide a programme of central learning and development which will enable the University to deliver its strategic aims, and is appropriate and relevant to the requirements of the Research Councils, HEFCE, and other funders.

This is a Fixed Term Contract for 10 months. The role holders will become a member of the Learning and Development Administration team and will be expected to predominantly provide the administration activities that support the day-to-day administration of the LMS and open Learning and Development programmes.

The primary purpose of the role is to ensure high standards of customer service are maintained, through providing a comprehensive, administrative, guidance and support service across the Learning and Development function.
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The role entails duties ranging from dealing with the day-to-day administration of the LMS and open Learning and Development programmes.

The role holder will also support events and committees, develop and maintain relevant websites, update on-line resources and databases whilst dealing with a wide range of general enquiries from managers, staff and students.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

• Act as a point of contact for both external and internal L&D enquiries and provide a full administrative support service to trainers to ensure the smooth running of the section.

• Act as a first point of contact for the tutors and attendees of the suite of open Learning and Development Programmes.

• Maintain the Learning Management System with accuracy and efficiency to ensure the smooth running of open programme courses and accurate record keeping.

• Take joint responsibility with the other members of the L&D Administration Team for planning and monitoring the quality of the administrative provision required to ensure that there is excellence in customer service in the following areas:

  • Organising L&D Development activities, liaising with all relevant parties
  • Administrative support for all programmes
  • L&D webpages
  • Event organisation
  • Programme marketing

• Provide required information on the agreed Key Performance Indicators for L&D; and evaluation data on the effectiveness of the section’s activities.

• Maintain and develop a number of the L&D webpages (content and technical aspects) ensuring alignment to the overall HR website structure.

• Provide administrative support to departmental committees, meetings, and fora etc. including: drafting and distribution of agendas and supportive papers; selection of dates, times and venues; booking venues and arranging catering; taking minutes, transcribing and circulating minutes for agreement.

• Log requests for administrative support from L&D Programme and Project leads, taking ownership for providing the required support and tracking progress of events and tasks related to the specific need.

• Assist in the preparation of relevant departmental/university documents and ensure dissemination of timely information to appropriate people.

• Maintain relevant databases (some of which will be confidential) and produce management information/reports from the databases.
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>5 GCSEs or equivalent including English</td>
<td>Essential</td>
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<tr>
<td>ECDL or equivalent training course(s) in information technology</td>
<td>Desirable</td>
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<tr>
<td>A level qualifications or equivalent</td>
<td>Desirable</td>
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<tr>
<td>A level two qualification in a business or administrative related subject</td>
<td>Desirable</td>
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### Knowledge

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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>A thorough knowledge of office-based administrative processes and procedures</td>
<td>Essential</td>
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<tr>
<td>Knowledge of MS Suite of applications to provide and develop appropriate reports and documentation as required</td>
<td>Essential</td>
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### Skills, abilities and competencies

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<tr>
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<th>Essential / Desirable</th>
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<tr>
<td>Ability to manage multiple priorities</td>
<td>Essential</td>
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<td>Ability to work independently, planning and organizing work to ensure deadlines, quality standards, and levels of customer service are always met</td>
<td>Essential</td>
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<td>Ability to use initiative and work flexibly in both large and small teams</td>
<td>Essential</td>
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<td>Ability to work accurately under pressure to tight deadlines.</td>
<td>Essential</td>
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<td>Excellent communication skills</td>
<td>Essential</td>
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<td>Good analytical skills</td>
<td>Essential</td>
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<tr>
<td>Ability to deal with confidential matters in a sensitive way</td>
<td>Essential</td>
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<td>Monitoring and reporting of budgets.</td>
<td>Essential</td>
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<td>Ability to draft documents and information</td>
<td>Essential</td>
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<td>Report authorship</td>
<td>Desirable</td>
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<tr>
<td>Ability to create web-pages</td>
<td>Desirable</td>
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<tr>
<td>Experience</td>
<td>Essential / Desirable</td>
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<tr>
<td>Office management, preferably within a training department</td>
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<td>Worked with a learning and development system for maintaining staff records</td>
<td>Essential</td>
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<td>Management of websites and content management</td>
<td>Essential</td>
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<td>Use of different communications media, such as, face to face, telephone, e-mail and letter</td>
<td>Essential</td>
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<td>Creation and maintenance of complex filing systems and databases</td>
<td>Essential</td>
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<td>Event organisation</td>
<td>Essential</td>
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<tr>
<td>Worked in a learning and development environment</td>
<td>Essential</td>
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<tr>
<td>Creating website pages</td>
<td>Desirable</td>
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<tr>
<td>Creating VLE or e-learning packages</td>
<td>Desirable</td>
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<td>Creating posters and leaflets</td>
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**Personal attributes**

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<td>A strong team player, prepared to help out other members of the team in respect to general administrative activities</td>
<td>Essential</td>
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<td>Enthusiastic and self-motivated</td>
<td>Essential</td>
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<td>Attention to detail and accuracy in producing work</td>
<td>Essential</td>
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<td>Excellent customer service skills.</td>
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The Directorate of Human Resources (HR) aims to support staff and managers by developing and adopting a range of strategies, expert advice, information and operational services. The Learning and Development Administration Team (L&D) is part of the HR Directorate and is responsible for providing a wide range of administration support to all learning and development activities that aim to extend performance, increase operational capability and build organisational engagement.

This role reports to the Senior Learning and Development Administrator and will work very closely with the Leadership and Staff Development Advisors.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7081
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 28 October 2018.

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Amanda.camplejohn@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835