

Job Description

Job title	Learning & Organisational Development Co-ordinator
School / department	Human Resources
Grade	4
Terms	Permanent Part time 21 hours per week
Line manager	Head of Learning & Organisational Development
Responsible for	NA

Main purpose of the job

To provide a first class administrative support service to members of staff at the University of West London, acting as first point of contact for queries from managers and staff and providing administrative support across the full learning and organisational development cycle. The Co-ordinator will provide support to the Learning & Organisational Development team and provide ad-hoc support to other colleagues across the HR team.

Key areas of responsibility

First point of contact

1. Act as first point of contact for enquiries from staff and managers, dealing with issues relating to L&D policies and procedures, systems and activities and escalating matters as necessary
2. Monitor the generic inboxes, dealing with all queries and referring to others as appropriate
3. Deal with all enquiries, e-mails, correspondence and telephone calls in a professional, confidential and timely manner
4. Providing the team with conscientious and proactive administrative support
5. To proactively deal with telephone enquiries in a professional manner. To assess and prioritize correspondence and telephone enquiries, using own initiative

Learning and Development Administration

6. To proactively monitor bookings and take appropriate action where numbers may be low
7. Work in partnership with HR Services and Finance to raise purchase orders so that suppliers are paid on time
8. Book rooms, resources and refreshments for learning events
9. Build and maintain relationships with external suppliers
10. Follow up on non-attendance of learning events
11. Organise and maintain learning resources

Annual Academic Promotion Panel Support

12. Provide administrative support for the annual academic promotions panel
13. Collate and monitor applications for promotion during the annual promotion application window

System Administration

14. Utilise databases and other systems to create learning events and record all learning activity as appropriate for reporting
15. Maintain learning management system (LMS) and other sources of data, records and team files
16. Produce all course evaluation data and provide a report periodically to the Head of L&OD

Induction

17. Establish effective relationships with key stakeholders who contribute towards the staff Induction day
18. In conjunction with support from the Learning & OD Partner, co-ordinate Induction events for new staff which involves guest speakers from various departments
19. Arrange pre-course invitations and post-course communications, ensuring that attendance is recorded and that non-attendance is followed up
20. Ensure new staff are invited to Induction events and enrolled onto all mandatory e-Learning modules

Diversity and Inclusion

21. Support diversity and inclusion matters;
22. Support the Head of Learning and OD in any diversity related work initiatives as required

Self

23. Maintain a commitment to equality and diversity and actively promote this in all aspects of your work;
24. Create a strong presence within the organisation and have the ability to maintain this under pressure. Use excellent influencing skills to challenge and change others' perceptions about problems and issues
25. Lead by example to inspire improvement in others, achieving results through communication, collaboration and motivation
26. Develop and maintain strong relationships with a wide range of stakeholders, partners and colleagues, both internally and externally

General

27. Assist the Head of Learning and OD and the wider team with planning, policy development and projects as required
28. Be an active member of the team and engage in innovation and process development
29. Work proactively with colleagues and share information as necessary
30. Actively contribute to the review and improvement of systems, processes, policies and procedures
31. Ensure the confidentiality of records and the security of resources and equipment in the office
32. As part of the wider HR team, support and implement key objectives, policies and initiatives
33. Carry out the duties and responsibilities of the post at all times in accordance with the University's policies and procedures including the Equal Opportunities Policy
34. In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	<ul style="list-style-type: none"> • GCSE Maths and English, grade C or above (or equivalent) 	<ul style="list-style-type: none"> • Educated to degree level or equivalent
Knowledge and experience	<ul style="list-style-type: none"> • Experience of working within an administrative role • Administrative experience within a busy environment • Experience of dealing with challenging individuals 	<ul style="list-style-type: none"> • Experience of working in the higher education sector • Experience of working in a learning and development role
Specific skills to the job	<ul style="list-style-type: none"> • Excellent IT skills: email, Excel and file management • Experience of organizing meeting and/or events • Excellent organisational skills • Professional communicator • Experience of working with databases and other systems 	
General skills	<ul style="list-style-type: none"> • Proven ability to deliver excellent customer service • Good organisational and administrative skills • Attention to detail and accuracy • Ability to communicate with a wide range of stakeholders • Ability to prioritise work effectively • Ability to work effectively in a team • Able to observe high level of confidentiality • Positive “can-do” attitude and proactive 	<ul style="list-style-type: none"> •
DBS	This post does not require a DBS check	

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.