

Service Document Standard Form:

Role Profile Learning and Development Administrator Apprentice

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:	
Role Title:	Learning and Development Administrator Apprentice
Grade:	Apprentice
Service area:	Organisational Development
Responsible to:	Learning and Development Advisor <i>(with additional matrix management between Employee Development Officer and Learning and Development Manager)</i>

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

This post will encompass a wide range of responsibilities, providing administrative support across the full range of activities across Organisational Development.

The post holder will undertake employee administrative transactions accurately, securely, efficiently and effectively and therefore achieve the required standards of customer service.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): N/A

Staff responsibilities (direct or non-direct): N/A

Any other statistical data: To assist with the production of management information reports as required from the learning management system, Onefile or other learning and Development systems

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

The post holder will have responsibilities for a range of administrative tasks, these may include, but are not limited to the following:

- Provide 'first level' routine advice and guidance on Learning and Development customer queries

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- Provide administrative support for iTrent development and assist with system and process improvements and information and guidance for the department and wider organisation
- Provide administrative support to Development Centre activities:
 - compiling documentation for candidates and assessors
 - sending out and collating documentation
 - assisting with communication to the organisation
 - facilitation and administrative duties at the centres
 - assisting with feedback to candidates
- Provide administrative support with development folders:
 - compiling documentation for staff
 - sending out and collating documentation
 - assisting with communication to staff
- Assist with administrating the Organisational Development helpdesk
- Maintain the accuracy and security of employee personal files (ePRFs)
- Ensuring that all department calendars, planning documents are kept up to date and that resource requirements as specified are booked.
- Making certain all relevant attendance sheets, bookings and cancellations relating to learning and development and operational training activities are communicated to relevant persons.
- Updating the Operational Resourcing and Training and Learning and Development calendars, in order to make sure all training delivery events, effecting front-line resilience are clearly captured in advance of the actual date(s).
- Providing administration and updates to information systems where required to adhere with regular maintenance schedules.
- Ensuring people systems are kept up-to-date, so that records associated with the operational competencies and skills of staff remain accurate.
- Maintain and update the Quality Assurance database and Maintenance of Competence database.
- Administrative tasks including answering calls, monitoring generic email boxes, postal

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distribution, scanning and filing.

- Generating purchase/requisition orders and placing orders for office supplies and stationery as appropriate
- Posting to and updating the Intranet page as appropriate

DECISION MAKING:

Make decisions: There will be an expectation for the post holder to make decisions related to their level, however outputs will be overseen by the line manager

Significant say in decisions: The post holder will be required to contribute to the shaping of the team's objectives and priorities

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal: At all levels across the Service

External:

- Other fire services / local authorities
- Third parties

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Service's aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures

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- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- A good general level of educational achievement, as a minimum GCSE qualifications at C or above / levels 4 -9 or equivalent in Maths, English and Information Technology

Skills:

- Good customer service skills
- Good verbal and written communication skills
- Ability to work to time sensitive deadlines with high attention to detail
- Ability to work within a team and to interact with individuals at all levels
- Able to take coherent notes of telephone conversations and meetings
- Able to prioritise tasks

Knowledge:

- Computer literate and ability to use Microsoft Office packages and other IT applications

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.