

Learning and Development Administration Coordinator – Band 3 (18.75 hours per week)

Learning & Development Service

PERSON SPECIFICATION

ATTRIBUTES / REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education, qualifications and vocational training	<ul style="list-style-type: none"> ▪ Educated to NVQ II level in relevant subject (Business Administration) or equivalent. ▪ Keyboard/word processing skills equivalent to RSA/OCR Stage II. 	<ul style="list-style-type: none"> ▪ Education to NVQ III level in Business Administration or equivalent. 	<ul style="list-style-type: none"> ▪ Application form
Relevant Experience	<ul style="list-style-type: none"> ▪ IT Skills in Microsoft Packages including Outlook, Word, Excel, PowerPoint. ▪ Experience of working in a busy office environment within a complex multi-site organisation. ▪ Experience of organisation and facilitating formal meetings. ▪ Experience of collating data. 	<ul style="list-style-type: none"> ▪ Experience of working within a Learning and Development Team. ▪ Experience of using an electronic staff training record system. ▪ Experience of supervising staff. ▪ Experience of collating and analysing data to produce compliance reports. 	<ul style="list-style-type: none"> ▪ Application form
Knowledge and Skills	<ul style="list-style-type: none"> ▪ Organisational skills. ▪ Customer care skills. ▪ Ability to prioritise workload. ▪ Evidence in problem solving. 	<ul style="list-style-type: none"> ▪ Face to face customer service experience. 	<ul style="list-style-type: none"> ▪ Interview ▪ Application form accuracy ▪ References

	<ul style="list-style-type: none"> ▪ Excellent Communication skills. ▪ Organisational skills. ▪ Ability to work under pressure. ▪ Ability to achieve deadlines. ▪ Good interpersonal skills. ▪ Ability to manage conflict and defuse or de-escalate situations. ▪ Ability to maintain confidentiality. ▪ Attention to detail. ▪ Ability to manage multiple tasks. 		
Personal Characteristics	<ul style="list-style-type: none"> ▪ Ability to function as a team member. ▪ Able to work on own initiative. ▪ Polite & helpful manner. ▪ Patient & understanding. 	<ul style="list-style-type: none"> ▪ Adaptable to change. 	<ul style="list-style-type: none"> ▪ Application form ▪ Interview responses ▪ References
Other	<ul style="list-style-type: none"> ▪ Committed to maintaining high standard of confidentiality. ▪ Commitment to accessing further training. ▪ Work interrupted to deal with queries. ▪ Ability to work in a noisy and distracting environment. 		<ul style="list-style-type: none"> ▪ CRB Enhanced checking.