

JOB DESCRIPTION



Role title:	Learning & Development Delivery Team Administrator
Grade and salary:	Grade C (£20,490 - £22,677)
Hours:	37 Hours. Monday - Friday
Department or Division:	Learning and Development
Location:	Force Headquarters, Butterley Hall, Ripley
Post reports to:	Learning & Development Business Support Team Leader
Suitable for job share or part-time:	Yes
Other considerations:	All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy. Be flexible in terms of working location and be prepared to work temporarily at other locations
Date last reviewed:	25/11/2022

PURPOSE AND DESCRIPTION OF JOB ROLE:

To provide a range of diverse administrative and support duties to the Learning & Development Delivery Teams and Senior Management. Must be able to work independently.

SPECIFIC ROLES AND RESPONSIBILITIES:

Provide general administrative support to Delivery Teams including recording information on computer systems and general records.

- Accurately process and record information, maintain records and data as required
- Collate and compile management information and reports as required
- Deal with enquiries from internal and external customers in a timely manner, personally resolving matters ensuring appropriate handover.
- Arrange and attend meetings to take notes and minutes.
- To co-ordinate training venues and resources for trainers.
- Undertake all purchase ordering for the department.

- To carry out any reasonable duties within the overall function commensurate with the grade and level of responsibility of the post.

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- To be educated to GCSE Grade C or above (or equivalent) in Mathematics and English Language
- Demonstrate proficiency in Microsoft Office, specifically Outlook, Word and Excel with the ability to compile and present data, maintain and update records, sort and filter data, and use formatting
- Demonstrate experience of communicating effectively with a wide range of people, both verbally and in writing
- Demonstrate experience of working under pressure to tight deadlines
- Demonstrate experience of working on own initiative and prioritising workload
- Demonstrate experience of working as part of a team to solve problems and make decisions
- Demonstrate experience of working in a customer focused environment
- Full UK driving licence and access to own transport for work purposes

Desirable:

- To have experience of assisting with new IT system implementation
- Experienced note taker (meetings)

Qualifications in a relevant area; IT, Business Support, Admin

PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

Problem solving and innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

Planning and organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating and influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

Personal development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational and technical awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.