Learning and Development Assistant

Job Description

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Learning and Development Assistant</th>
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<tbody>
<tr>
<td>Directorate:</td>
<td>Corporate &amp; Customer Services</td>
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<tr>
<td>Department:</td>
<td>Human Resources</td>
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<tr>
<td>Responsible to:</td>
<td>Head of Human Resources and Organisational Development</td>
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<tr>
<td>Responsible for:</td>
<td>N/A</td>
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<tr>
<td>Grade:</td>
<td>Grade 4</td>
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<tr>
<td>Date Written / Updated:</td>
<td>November 2015</td>
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Main Job Purpose:

- To provide a responsive, effective and efficient learning and development sourcing service to service areas, teams, line managers, and employees
- To carry out a wide range of duties to support the organisation’s HR and L&D function

MAIN AREAS OF WORK

- Providing an excellent HR customer service by acting as a point of contact for L&D and HR general queries from internal customers through all forms of communication
- Providing an efficient transactional L&D service for NPH for course administration including the co-ordination all course administration from nominations, registers, course instructions, pre-learning material to dealing with alterations, cancellations etc
- Liaise with the NPH Communications team to ensure L&D events are published and communicated to maximise take up
- Maintaining up-to-date training and development records for all NPH staff
- To provide assistance to other officers of NPH on HR and L&D matters including sourcing training and development providers, signposting to the LGSS provider, recruitment support, establishment support, and any other areas within the broad spectrum of HR and L&D
- Help select appropriate learning/training materials and programmes to provide effective and innovative solutions
- To assist with the launch of HR or L&D initiative
• To maintain the HR Handbook on the NPH Intranet
• To provide administrative support to the Head of HR and OD in the review of all HR strategies, policies and procedures
• To provide general administrative support to the Head of HR and OD
• To administer the orders and invoices system for the HR function
• To track the L&D budget and ensure payment of invoices to ensure delivery within agreed budget limits
• To extract employee and establishment data from the HR electronic systems.
• To ensure that reasonable care is taken at all times for health, safety and welfare of yourself and other persons
• To comply with the policies and procedures relating to health and safety within NPH

KNOWLEDGE, SKILLS & EXPERIENCE

• Recognised Chartered Institute of Personnel and Development qualification or equivalent qualification or qualified by experience
• Familiarity with business software such as Microsoft Word, Excel, PowerPoint, Visio and Outlook
• The ability to work accurately, with attention to detail
• Problem solving and decision-making skills with the ability to consider options for flexibility when providing a customer-focused service
• High level of integrity and ability to recognise and correct mistakes and maintain continuous improvements
• Ability to work as a member of a team to ensure excellent service provision levels are met
• Ability to work pro-actively and under own initiative to ensure that deadlines are met or queries resolved
• Excellent organisation and time management skills
• Experience of working with training and development providers
• Knowledge of where to access up to date learning and development information
• Excellent communication skills and a professional, confident, 'can do' attitude
• An ability to build relationships
• An excellent understanding of the importance of confidentiality
• Knowledge of Data Protection
• Tact and diplomacy
• Excellent interpersonal skills
• Understanding of the social housing sector
GENERAL RESPONSIBILITIES

- To implement and positively promote equal opportunities in service delivery and employment practices.
- To take due responsibility and set an example for the health and safety of yourself and other individuals.
- To undertake training and attend meetings as required and directed by your line manager.
- To ensure compliance with Northampton Partnership Homes’ Equality & Diversity policy at all times.
- To take responsibility for managing, monitoring and reducing risk within Northampton Partnership Homes.
- To be committed to delivering a service that is value for money.

VALUES AND ATTITUDE:

Employees of NPH are expected to support delivery of the organisation’s mission, vision and values as part of their day to day work.

In return, you will be supported by your Line Manager through supervision and support, listening, training and development and the best resources that we are able to provide to help you give your best.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management’s discretion in the future. As a general term of employment, NPH may make any necessary change in job content, or may require the post holder to undertake other duties, at any location in NPH’s service relevant the employees remuneration, role, skills and experience.