UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Learning Development Administrator, Organisational Development and Professional Learning

Salary: Grade 5 (£23,067 - £26,715 p.a. pro rata)

Reference: CSODP1033

21 hours per week

2 posts available – 1 ongoing and 1 fixed term until 31 August 2020

We will consider job share and flexible working arrangements

**Learning Development Administrator
Organisational Development and Professional Learning**

Are you customer focused and motivated to deliver an outstanding service? Do you have excellent administrative experience in addition to exceptional organisational skills? Do you want to join a team supporting organisational development at the University?

The Organisational Development and Professional Learning team contributes to the continued success of our university by providing a range of courses, events, resources and advice to support the learning and development of our staff and postgraduate researchers. We also support organisational development, working closing with colleagues throughout the University to support continuous improvement and organisational change.

We are looking for a professional and proactive individual to join us and bring their excellent customer service skills to the delivery of this key service. With over 7500 staff and 2500 postgraduate researchers as our customers, the administration team deals with high volumes of enquiries, bookings and preparation of resources. We work to tight deadlines and require excellent organisational skills to manage a variety of tasks and demands.

What does the role entail?

As a Learning Development Administrator your main duties will include:
- Providing a point of contact for the service, offering a warm welcome and providing a professional response to enquiries;
- Proactively providing administrative support for the organisation and delivery of events and projects run by the service;
- Proactively providing administrative support to the Director and Heads within OD&PL, including minute taking and diary management;
- Preparing, producing and promoting a wide range of documentation and resources, including online environments (eg web, VLE);
- Inputting, analysing and providing reports on learning and development information and data in line with key performance indicators;
- Using university systems to deal with basic financial processes;
- Proactively resolving day-to-day problems that arise and working with

colleagues to ensure a seamless service is delivered to internal and external customers for organisational development.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post

What will you bring to the role?

As a Learning Development Administrator you will have:
- Recent experience of working in a busy customer-focused environment providing administrative support and guidance to internal and external customers;
- Excellent organisational skills with demonstrable experiencing of organising and supporting meetings and events that require complex arrangements, including agendas, minutes, follow up actions and report writing;
- Experience of prioritising work and deliver against demanding deadlines with excellent attention to detail;
- Experience of working with a high level of diplomacy, discretion and confidentiality;
- Ability to work proactively to solve a range of problems both independently and as part of a wider support team, adapting to constantly changing demands/deadlines;
- Excellent interpersonal skills, including experience of developing strong working relationships with colleagues at all levels, helping to promote a positive team culture and work ethic;
- Excellent IT skills, including experience of Word, Excel, PowerPoint and Outlook, Office 365, databases and collaborative tools such as SharePoint;
- Experience of dealing with basic financial procedures;
- Evidence of a commitment to continuous professional development.

You may also have:
- Experience of working in an administrative role in an education environment;
- Experience of using information management systems, for example SAP (particularly SAP finance, procurement/requisition or Training and Events Management) or Banner;

- Experience of supporting committees including producing minutes for circulation;
- Experience of using and maintaining online processes such as web editing packages, online surveys and Virtual Learning Environment (VLE).

How to apply

You can apply for this role online; more guidance can be found on our How to Apply information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Paula Billcliffe, Administration Manager
Tel: +44 (0) 113 343 8814
Email: p.m.billcliffe@adm.leeds.ac.uk

Additional information

Working at Leeds
You can find out more about our generous benefits package and more about what it is like to work at the University and live in the Leeds area in our Working at Leeds section.

Candidates with disabilities
Information for applicants with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our Accessibility section or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974
A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be made in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our Criminal Records information page.