**JOB DESCRIPTION: L&D Administrator**

Job Title: Learning & Development Administrator

**Accountable to:** Learning Management System Manager (line report)

Head of L&D

**Location:** Remote

Job summary: The L&D Administrator will work alongside the LMS Manager and Project Coordinator to provide administration support for ilearn, the new Learning Management System (LMS), launched in November 2022. The LMS Administrator will play a key role in ensuring users of the LMS receive timely support in accessing the platform.

You will be joining a small and passionate team at an exciting time. Your support will make a real difference to the wider business as we embed the new system.

**Key Responsibilities:**

* Super user of the Learning Management System, to be able to register users, maintain records, download reports and track performance.
* Support users of the LMS, responding to enquiries coming into the L&D inbox and, supporting the care home teams to navigate the system.
* Managing event bookings and attendance for our leadership programmes, core skills training and system training.
* Support the L&D Project Coordinator with administration of the Leadership Programmes such as creating and sharing resources.
* Upload content and resources to the Learning Management system.
* Ensure the intranet is updated with accurate information relating to the LMS, and share communications with the business.
* As requested, undertake other ad hoc administration tasks for the L&D function.

**Role requirements:**

The ideal candidate for this role will have:

* Strong data entry skills
* Ability to manage time effectively
* Strong attention to detail
* Experience with Microsoft Office suite including Excel
* Experience in managing data electronically
* Strong written and verbal communications skills
* Experience of using HR systems, but not necessarily an administrator of.
* Confident engaging with people at all levels of seniority.

**Person Specification: L&D Administrator**

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|  | **Essential** | **Desirable** |
| **Qualifications** | GCSEs (or equivalent) | Graduate  CIPD Level 3 or equivalent |
| **Skills & Knowledge** | Good verbal reasoning and written communication skills  Good knowledge of Outlook, Excel, Word and Power point | Understanding of the care sector or multi-site organisation  Experience in HR management or eLearning systems |
| **Experience** | Previous experience in administration, L&D or HR role | Managing data electronically  Developed written content, training materials, audio and visual assets. |
| **Personal Attributes** | Eagerness to make a difference  Excellent sense of initiative and problem solving  Strong organisational skills and ability to work on numerous tasks simultaneously  Analytically minded  Flexible, can-do approach  Confident speaking with internal stakeholders at all levels eg care home managers and admins | Able to trouble shoot issues and find resolutions quickly |