

Job Description:

Administrator – Centre of Excellence – Learning & Development



Function:	Centre of Excellence – CoE - Justice
Position:	Administrator – Centre of Excellence – Learning & Development
Job holder:	New Position
Date (in job since):	
Immediate manager (N+1 Job title and name):	L & D Co-ordinator
Additional reporting line to:	L & D Business Partner – Centre of Excellence
Position location:	HMP Northumberland

1. Purpose of the Job – State concisely the aim of the job.

- You will work within our new centralised Centre of Excellence delivering excellent service to our sites and key stakeholders within our organisation. Your core responsibility will be working within our CoE Team where you will support in administrative and customer service led activities.
- Provide general administration support, quality and compliance procedures, accurately maintain records, meet agreed targets and help to support the delivery of key business objectives.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY20:	0	EBIT growth:	0	Growth type:	n/a	Outsourcing rate:	n/a	n/a
		EBIT margin:	0					
		Net income growth:	0			Outsourcing growth rate:	n/a	n/a
		Cash conversion:	0					
<ul style="list-style-type: none">▪ To work in accordance with all Sodexo policies and procedures.▪ Administration actions will be completed accurately and in a timely way and will satisfy all appropriate audit requirements.▪ L & D Managers and wider L & D team will be supported effectively.▪ Management information provided accurately and within specified deadlines.▪ All records maintained accurately and completed within specified Service Level Agreements.								

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To represent administration and customer service within our new centralised Centre of Excellence (CoE).
- The CoE Team are responsible for delivering exceptional customer service, building strong relationships with L & D Managers and key stakeholders whilst delivering against our L & D Justice business requirements, providing a seamless administration services and ensuring our business and output is efficient to sites at all times.
- Reporting to the L & D Co-ordinator, you will provide operational L & D project administration support.
- The CoE is site based at HMP Northumberland and supports central L & D within the Justice sector. This role will provide advice and generalist L & D administration support across 5 national sites in the UK.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Complete tasks in line with company policy and procedures.
- Develop effective on-going relationships at all levels across central L & D services establishing yourself as a credible, respected and valued administrator, responding to queries directly and influencing managers to follow a best practice approach.
- Support the delivery of centralised Sharepoint administration processes, for example; registers, training schedules, communications, centralised calendars etc.
- Support the L & D Business Partner in planning and implementation of organisational changes, L & D projects, workstreams, and initiatives that support the Centre of Excellence business strategy.
- Collation of weekly and monthly reports using in house systems; e.g Ingenium, Microsoft. Prepared for Executive, L & D and wider teams as the centralised service evolves.
- Proactively spot/implement opportunities to improve team ways of working supporting the L & D Advisor and L & D Managers to identify problems and find solutions.
- Providing L & D support for ad-hoc operational business related projects, for example; new business wins, L & D workstreams, training events, etc.
- Support the movement from paper based processes to new digital platforms, e.g Microsoft 365 tools.

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6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Being organised and focused on tasks is a key skill needed for the job.
- Being a social and engaged part of the team.
- Have a great attitude to work and be able to work within the boundaries set as part of the new centralised service.
- Maintain all appropriate records and documentation.
- Assist in the production of management information, regular reports, establish trends and patterns from information received.
- Monitor and oversee all electronic filing (using Sharepoint) and ensure that record systems are kept up-to-date and stored securely.
- Responsible for all administrative duties as required by the L & D Co-ordinator, ensuring the function is run efficiently and cost effectively when performing work as required and planned.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Experience of working in a similar environment or Administrator role.
- Excellent knowledge and skills in MS Office Packages; Sharepoint, Office 365, Teams. Use of Visio (Desirable).
- Experience of working under pressure and to deadlines.
- Experience of digitalisation of paper based processes.
- Able to manage competing work priorities.

8. Management Approval – To be completed by document owner

Version	V1	Date	17/12/2020
Document Owner	Justine Crozier		