
Job Description

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| Function: | Sodexo Justice Services |
| Position:  | Learning and Development Administrator |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Rachel Benson - Learning and Development Manager |
| Additional reporting line to: |  |
| Position location: | HMP Lowdham Grange |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Support the L&D Manager and L&D Trainer through coordination and administration to enable the delivery of the Initial Training Course (ITC) programmes for new colleagues, upskilling and refresher programmes for existing colleagues which are aligned to the business strategy, contractual and legislative requirements.
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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Work with L&D Manager to ensure all statutory and mandatory training data is accurately recorded
* Work with L&D Manager to accurately record ITC course data and monitor attendance and missed sessions
* Build relationships with internal and external Subject Matter Experts (SMEs) and external agencies to create and coordinate ITC schedules
* Assist the L&D Trainer with coordinating mentors and shift patterns for new custodial colleagues
* Source and book courses with external agencies for upskilling and to meet contractual requirements and KPIs
* Update and monitor the Training Matrix to ensure compliance and identifying any gaps relating to contractual KPIs etc.
* Provide efficient administration services to Learning and Development within Sodexo Justice Services, including maintaining records, dealing with and responding to queries
* Raise purchase orders for external L&D costs
* Monitor and report external L&D costs
* Collate and report L&D data on an ad hoc, weekly and monthly basis
* Be responsible for stationery, kit, uniform and kitchen orders
* Be prepared to assist with any other tasks as requested
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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Working within unique environment of a privately managed High Security Category B prison establishment, which holds up to 888 male offenders
* Working with a diverse workforce of 450+ employees who either work directly with prisoners or support the prison to run effectively
* Supporting the Learning and Development Manager in delivering the vision for HMP Lowdham Grange, by ensuring that the prison operates effectively with the corporate and local values, Business Plans and People Plans
* Provide management information
* Take ownership of own development and ensure continual professional development (CPD) is undertaken
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| 4. 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. |
| * Plan and organise ITC schedules – including requesting and allocating SMEs
* Increase the reliability of training records
* Monitor and review statutory and mandatory training to assist Learning and Development Manager maintaining the required statutory certification appropriate for all roles, e.g., Use of Force, H&S, EFAW and RPE/HEAD15
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| 2. 5. 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. |
| * Coordination and administration for up to 12 ITC intakes per year including PCOs and OSOs
* Assist Learning and Development Manager with coordination of annual refresher programme for up to 450 staff
* Coordination and administration for up to 12 non-custodial inductions per year
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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| **Essential*** Excellent administration, organisation and prioritisation skills
* Resilient and resourceful
* Strong communication skills at all levels
* Effective listener
* Ability to build robust working relationships with individuals and departments
* Ability to demonstrate great team working skills but also be able to work independently
* Good IT skills and knowledge of MS packages (Word, Excel, Outlook and Teams)
* Flexibility to work in a dynamic environment to ensure timelines are met
* Approachable
* Confident and enthusiastic individual with a positive outlook who strives for team success
* Proactive

**Desirable*** Experience of working in a custodial environment
* SSCL vetted
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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. 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. |
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| Learning and Development Trainer |  | Apprentice Learner Coach |  | Learning and Development Coordinator |

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Received:

Date:       Date:

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Job holder Immediate Manager