

# Job Description: Learning and Development Administrator



Function: Sodexo Justice Services
Position: Learning and Development (L&D) Admin
Job holder:
Date (in job since):
Immediate manager (N+1 Job title and name): L&D Manager
Additional reporting line to:
Position location: HMP YOI Forest Bank

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

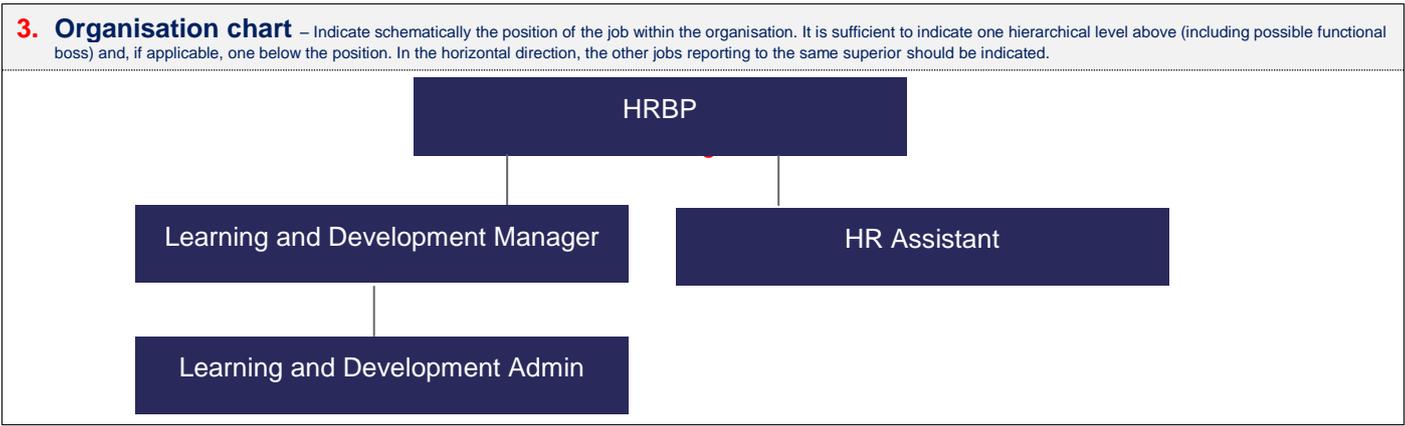
- To support the L&D Team promote and develop a learning culture within the establishment by managing a range of learning and development activities which are aligned to the business strategy and comply with contractual and legislative requirements

**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 FY16:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	350+
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	Working within team of 3
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics

- L&D budget agreed each year, FY18
- Supporting 1x site – HMP YOI Forest Bank



**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.

- Working within unique environment of a Male establishment, which holds up to 1460 male offenders, managed by Sodexo Justice Services, but also working for Ministry of Justice and National Offender Management Service
- Diverse workforce of up to 600+, who either work with the residents or support the prison to run effectively
- Majority of employees work 24/7, 365 days of the year, shift patterns
- To support the Director in delivering the vision for HMP Forest Bank, by ensuring that the prison operates effectively with the corporate and local values and vision
- Sodexo Justice services has 5 prisons in total and working towards a more consistent L&D framework

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

- To be the first point of contact for all L&D queries
- Coordinate learning and development solutions; logistics and co-ordination of any learning including statutory and mandatory training, mentoring, NVQs and flexible learning options, inductions
- Check contract compliance in relation to eligibility of companies, learners etc for individual programmes/ contracts
- Quality extract data input to relevant Management systems which includes Trackers, Training course calendars etc.
- Liaise with quality teams to ensure records/trackers are kept up to-date for tutor allocation, timely achievements, recording of results, copies of certification.
- Check supporting evidence is scanned/ uploaded or filed in the relevant filing systems or on line.
- To complete all relevant enrolment of apprentices
- Ensure accurate records of all Learning and Development undertaken by all staff at the establishment are maintained the prison and the PeopleCentre using SAP,
- Utilise all L&D resources; intranets, extranets, internet as applicable
- Develop relationship and efficient process with all L&D suppliers
- Provide monthly management information as required
- Manage the Learning Suite, including monitoring of any Health & Safety Issues, equipment, tools and resources
- Liaising with managers over requirements for completion of paperwork in accordance with the Policy and procedure
- To prepare for and accommodate quality assessment and monitoring visits i.e.
  1. Internal verification
  2. External verification
  3. Ofsted
  4. SFA
- Support with any ad hoc Learning events on site or off site
- Ad-hoc project work to ensure that we continuously improve our learning processes and procedures
- Assistance with other activities as directed by line managers

**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.

- Support the planning and organisation of the complete learning and development cycle
- All relevant statutory and mandatory training planned and delivered to facilitate the maintenance of statutory certification appropriate to all roles, e.g. C&R, Mutual Aid, H&S

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

**Essential**

- Ability to work in fast paced environment and the ability to quickly adapt to changing priorities and manage a diverse remit
- Ability to manage and maintain L&D information systems
- Proven ability with all Microsoft Office packages
- Ability to be able to communicate by all means with all levels of stakeholder, whilst maintaining a high level of attention to detail
- Ability to be able to manage your own workload and have self-motivation
- Time Management
- Prioritising Workloads

**Desirable**

- Experience of working within an Learning and Development or HR department
- Experience working in a custodial environment
- Relevant Training / HR qualification
- Experience of working within an IIP framework

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"><li>■ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li></ul>	<ul style="list-style-type: none"><li>■ Leadership &amp; People Management</li></ul>
<ul style="list-style-type: none"><li>■ Rigorous management of results</li></ul>	<ul style="list-style-type: none"><li>■ Innovation and Change</li></ul>
<ul style="list-style-type: none"><li>■ Brand Notoriety</li></ul>	<ul style="list-style-type: none"><li>■ Business Consulting</li></ul>
<ul style="list-style-type: none"><li>■ Commercial Awareness</li></ul>	<ul style="list-style-type: none"><li>■ HR Service Delivery</li></ul>
<ul style="list-style-type: none"><li>■ Employee Engagement</li></ul>	
<ul style="list-style-type: none"><li>■ Learning &amp; Development</li></ul>	

**9. Management Approval** – To be completed by document owner

Version	1	Date	22/02/18
Document Owner	Mark Millin		

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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