JOB DESCRIPTION

Job Title	Learning and Development Administrator		
Reports to	Head of Learning and Development		
Department	People		
Job Family	Business Services	Level	2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The People department provides proactive advice and support to the School in order to help build an engaged workforce where all staff have the best employee experience in the way we recruit, work and lead.

The team comprises two key areas: Business Partnering and HR Centres of Expertise with deep technical knowledge for their respective area, (Talent, Recruitment and Operations).

The People team works closely with SMT, Heads of Departments and their people managers, supporting them to deliver their business goals through enabling and empowering their people.

Job Purpose

The Talent remit covers Talent Management, Learning and Development and Employee Experience.

Purpose of this role is to:

To co-ordinate and deliver excellent administration support for all LBS Professional skills, Management, Specialist and Compliance training courses to ensure the best employee experience for participants.

To provide high quality diary and general administrative support to the Head of Learning and Development and to the Head of Inclusion & Diversity.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Learning and Development Liaison

- Providing the first point of contact for all team enquiries and escalating requests when necessary in order to provide a timely and effective service.
- Liaising with third party suppliers/trainers/ coaches etc.
- Liaising with other People team members regarding Learning and Development for specific business areas and working collaboratively across the department.
- Advising staff on available resources/ workable solutions for individual learning needs.

Event Management

All event management for Learning and Development courses, including:

- Responsible for overseeing the coordination of the School's monthly Orientation including, logistics, organising speakers and preparing materials.
- Scheduling the annual diary of course events, ensuring an even spread of activity, prioritised accordingly.
- Arranging venues, catering, facilities, layout and AV support.
- Managing applications, waiting lists and invitations.
- Maintaining course lists and following-up on non-attendees.
- Ensuring pre-work or joining instructions and reminders are sent out in good time.

- Preparing materials in advance and liaising with print shop for printing of booklets etc.
- Setting up on the day: materials/AV, meeting and welcoming the trainers and ensuring they have everything they need including evaluation forms.
- First point of contact with trainers for logistics.
- Clearing up and collecting materials at the end of the day.

Administration

- Responsible for e-learning administration on Canvas/LearnUpon.
- Researching training providers when necessary.
- Booking candidates on external courses e.g. short courses.
- Manage course evaluation process.
- To provide high quality diary and general administrative support to the Head of Learning and Development and to the Head of Inclusion and Diversity e.g. diary management, minute-taking, writing up notes from sessions etc.

Data

- Entering and maintaining data on iTrent ensuring all information is up to date and correct.
- Produce monthly reports on events/ activity and feedback which is then presented to the rest of the team in our monthly catch-ups.
- Monitoring the School's compliance qualifications and ensuring re-qualification takes place before expiry (Health and safety for maintenance, first aid, fire warden, COSHH, Risk Assessment etc.)
- Maintaining the list of preferred external training providers for both courses run internally and externally.
- Ensure the shared drive is clear and up to date

Communication

- Creating and maintaining the Learning and Development pages on Canvas.
- Promoting Learning and Development opportunities via Yammer
- Supporting team with wider Learning and Development communications

Other responsibilities

- Responsible for processing Learning and Development invoices and expenses
- Responsible for adding new suppliers onto procurement process, as necessary

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer-facing environment.

Resources including team management

Staff	
Budgets	
Date Updated	