



Everyone deserves
a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	Learning & Development Administrator (part time)
Delegated Authority:	Level 8
Team:	Learning & Development
Responsible to:	Head of Learning & Development
Responsible for:	N/A

Job purpose

The purpose of this role is to support the smooth running of the Learning & Development (L&D) team at Single Homeless Project (SHP). The L&D team is responsible for providing training and other learning-focussed activities for SHP staff. Through administrative support to the team, you will ensure that all SHP staff can access quality learning and development to best carry out their roles.

This role will suit someone who is highly IT literate and is organised. You'll need to be able to ask questions when you're unsure about something and be willing to build relationships with colleagues.

Your key responsibilities will be maintaining user data on our learning management system, Owl, and responding to email enquiries in a prompt and professional way. You will also be required to communicate with internal and external trainers, set up calendar events, support training attendees with reminders and follow up emails. You will also be setting up and closing training rooms in various locations across London giving you the opportunity to connect with many different teams in the organisation as well as work closely with various trainers. You may also be involved with updating e-learning modules and compiling regular training related data. The tasks can be varied and may include supporting colleagues with ad-hoc tasks.

In this role, you will work in a supportive, friendly and busy team as part of a growing charity, committed to supporting homeless Londoners.

The L&D team work in a hybrid model with the primary office location being in Kings Cross, with one to two office days per week as per business need. You will be required to attend our other office locations, including Leyton and Vauxhall.

The role is 18.75 hours a week (2 full days and one half day). The role requires the post holder to be logged in by 9:00AM to monitor the L&D inbox and the Learning Line so that training days can run smoothly.

Key accountabilities

- To support and coordinate effective L&D systems, processes and activities to ensure that the L&D function operates smoothly.
- To maintain the on-going use of SHP's Learning Management Systems (LMS), (currently called Owl), through regular reporting and development of the site, including weekly data input.
- To respond to enquiries from staff in SHP and external trainers/providers, via email, phone or via other routes, in a prompt and supportive way.
- To monitor the L&D Inbox and the Learning Line from 9:00AM on training days to ensure to ensure that learners and trainers are supported with any queries that they may have, and to keep trainers up to date if there are any cancellations.
- To provide 1:1 and group support to locums, staff and managers where needed to ensure they can easily access L&D opportunities such as e-learning and training sessions.
- To be responsible for training preparation, including and not exclusive to: sending out joining instructions, ensuring courses are fully booked, setting up training rooms and preparing materials.
- To compile regular training related data as required for compliance monitoring, training evaluation and HR reports.

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- To work in accordance with the organisation's quality assurance systems, data protection, safeguarding principles, equality, diversity & inclusion policies and health and safety requirements.
 - To carry out any other tasks within your capacity to support the HR and OD Department as reasonably requested by your manager.

Technical and professional know-how needed for position



When completing your application, you will be required to address (using examples) some of the points below.

Experience and Knowledge

- Demonstrable experience of working in a busy office environment or HR/L&D team.
- Experience and an understanding of providing a high level of customer service.
- Experience of working with and maintaining computerised HR/L&D or office information systems and databases.

Skills and Abilities

- Able to use MS Office package (particularly Word, Excel and Outlook) at an intermediate level.
- Demonstrate an attention to detail with the ability to process and update information accurately.
- Strong interpersonal and communication skills – able to communicate effectively verbally and in writing with a variety of people.
- Ability to build and maintain positive and effective relationships both internally and externally and to work collaboratively with team members and other stakeholders across the organisation.
- Strong time management skills, able to effectively manage workload, multiple systems and processes, and meet a variety of priorities and deadlines.
- A proactive approach to asking questions if you need more information about the completion of a task or project.
- Able to understand and follow written policies and procedures, maintain confidentiality and securely protect data.
- You will need to be committed to the values of SHP and able to respond to organisational needs.