

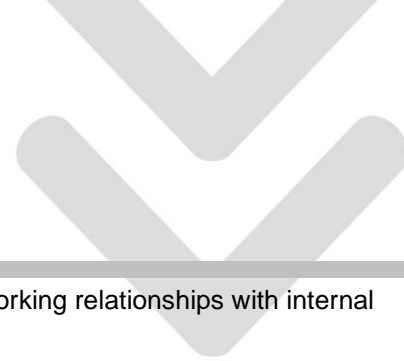


## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.  
Applicants will be shortlisted solely on the extent to which they meet these requirements.

**Job title:** Organisational Learning Administrator **Department/Division:** HR Division  
**Accountable to:** Organisational Learning Consultant

Competency	Evidence	E/D
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of budget and business administration</li> <li>• Previous experience of training administration</li> <li>• Experience of having demonstrated high standards of customer service</li> <li>• Good working knowledge of Microsoft Office: Word, Excel, PowerPoint and Outlook</li> <li>• Ability to learn new software packages</li> <li>• Ability to deal professionally with confidential information and having an awareness of the Data Protection Act</li> <li>• Evidence of producing work that requires a high level of accuracy and attention to detail</li> <li>• Experience of advising colleagues and managers on processes and procedures</li> <li>• Understanding of budgets and accurate numeracy skills</li> <li>• Ability to co-deliver presentations and workshops</li> <li>• Experience of working with an HR database</li> <li>• Experience of working with LXP or LMS</li> </ul>	E E E E E E E D E E D D
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ability to communicate in a diplomatic, tactful and courteous manner with a wide variety of people, at all levels, in the most appropriate format</li> <li>• Clear and concise written and spoken English</li> <li>• Experience in extracting and reporting data from a range of applications</li> </ul>	E E D
<b>Teamwork and motivation</b>	<ul style="list-style-type: none"> <li>• Experience in contributing actively to help a small team to meet annual and cyclical objectives, in a busy environment</li> <li>• Ability to sustain momentum and a positive approach</li> <li>• Flexibility and willingness to undertake a varied range of administrative tasks</li> </ul>	E E E
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>• Ability to proactively provide a high standard of customer service</li> <li>• Ability to follow administrative procedures in an accurate and timely manner</li> </ul>	E E



	<ul style="list-style-type: none"> <li>• Ability to develop good working relationships with internal and external contacts</li> <li>• Experience of showing initiative to improve processes and methods</li> </ul>	E
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>• Experience in managing a workload with multiple priorities, with minimum supervision</li> <li>• Ability to prioritise, plan and organise own workload to meet short, medium and long term deadlines</li> <li>• Experience of working independently, but also able to recognise when a problem should be escalated</li> </ul>	E E E

E - Essential requirements without which the job could not be done

D - Desirable requirements that would enable the candidate to perform the job well.