Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Organisational Learning Administrator

Department/Division: Human Resources **Accountable to:** Organisational Learning Consultant

Job Summary

The Organisational Learning team sits within the Human Resources Division and is responsible for ensuring that a relevant and supportive development provision is available to employees across the School to meet both individual and organisational needs.

Reporting to the Organisational Learning Consultant the purpose of this role is to work as part of a small, dedicated and professional team to support the administration of learning and development initiatives and processes.

The post holder will need to be flexible and possess a positive and proactive attitude and approach to team working in a heavily customer-focussed environment.

Duties and Responsibilities

Organisational Learning offer

- To ensure the effective, efficient and flexible administration of the School's core course programme, large scale training programmes and new starter induction.

- Using the School's learning management systems to advertise courses, record and monitor delegate information and run reports.

- Liaise with the Organisational Learning Consultant and Head of Organisational Learning to ensure all courses are planned, booked, marketed and attain the required attendance levels within the appropriate timeframes prior to events.

- Coordinate the logistics of training courses and programmes e.g. liaising with external training providers and internal presenters, internal and external venue bookings and room setup, catering orders, preparation of delegate registers, preparation of supporting materials etc.

- Ensure appropriate evaluation is carried out following each training event using appropriate metrics, providing feedback and reports to the Organisational Learning Consultant, Head of Organisational Learning and external training providers as appropriate.

- Responding to general queries from staff regarding all training courses and programmes within a timely manner, escalating queries to the wider team as necessary.

- Supporting the wider OL Team in delivery of internal induction and core programme events through co-delivery

- Ensuring OL CMS pages are kept up to date with the latest offer to staff across the School, creating new CMS content as necessitated by the evolving offer.

- Administration of LXP, LMS and HR database, including data reporting, user support and content management.

Learning and Development Scheme Administration

- To administer the Learn for You and External Funding schemes, logging applications received on an ongoing basis, forwarding to committee members for consideration/approval and recording and notifying applicants of the outcome.

- Advise on eligibility for the schemes and liaising with staff regarding any further information required for their applications.

- Processing payment of invoices, cheque requests and internal journal transfers, including liaising with Finance Division to ensure payments are made in a timely manner.

- Monitor expenditure against each schemes budget and providing regular updates to the Organisational Learning Consultant and Head of Organisational Learning.

- Arrange and attending termly Learn for You committee meetings, and preparing and distributing termly statistical reports.

- Assist the Learn for You committee with marketing initiatives and events.

- Ensure evaluation of the Learn for You scheme.

General

- Organise room bookings and related meetings for Organisational Learning and HR activities
- Logging and processing of all invoices received.

- To be a point of contact for staff regarding training programmes and funding schemes including monitoring of the general Organisational Learning inbox, responding to queries within appropriate timescales and escalating to the wider team as necessary.

- Updating of the Organisational Learning webpages, ensuring information is up to date on an ongoing basis.

- Producing management information such as year-end reports for the core course programme, Learn for You and External Funding schemes

- Support the wider OL team with data reporting as needed across the academic year including CDR completion data and course occupancy data,

- Support the wider OL Team with project work such as the Professional Services conference and the VIP awards.

- Liaise with the OL Project Officer to ensure continuity of service across all aspects of LSE induction, the shared inbox and ongoing projects.

- Operate an efficient, professional and courteous service with a strong focus on excellent customer service.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.