Job Description

Job Title:	Learning Support Officer
Reports to (job title):	Senior Learning Support Officer
Line Manager to:	N/A

Job purpose

Support the learning administration, customer service and support functions of The Learning Enterprise (TLE), acting as the first point of contact for colleagues and learners whilst ensuring the efficient and smooth running of the TLE Operations Hub.

Base

Office Base: Regional Office, hybrid working with national and regional travel as required.

Key responsibilities

• Act as the first point of contact for colleagues and learners, providing professional and responsive support across all Learning & Development enquiries through ServiceNow, telephone and email, ensuring the efficient and smooth running of the TLE Operations Hub.

• Manage the TLE shared inbox and calendars, ensuring enquiries are prioritised, allocated and actioned appropriately.

• Answer and manage the TLE telephone line on a rota basis and provide cover during lunch periods and periods of absence as required.

• Manage and action incoming ServiceNow requests within agreed Service Level Agreements (SLAs), resolving routine enquiries and escalating complex issues to the Senior Learning Support Officer or appropriate team members where required

• Administrative tasks within the Learning Management System (LMS), including learner account creation, course creation & administration, assigning learning activities, uploading training records, updating training codes, creating and archiving course pages and carrying out routine housekeeping activities.

• Respond to requests for internal colleague and external customer workforce learning information in a timely and accurate manner, ensuring data integrity

• Work with the team, LMS Lead and LM provider to ensure the functionality of the Learning Management System and website is maximised and continuously improved

• Develop technical understanding of the Learning Management System and its functionality

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• Support with the administration of the training capacity plan to meet training needs of the organisation and external customers

• Provide administrative support in maintaining and updating the LMS, including the creation of dashboards, courses, learning pathways, learning pages, attendance records and learner communications.

• Fully utilise the reporting functionality within the LMS to provide standard and bespoke workforce learning reports and data, ensuring accuracy, timeliness and data integrity

• Retain key relationships with internal and external customers, always providing excellent customer service

• Provide internal colleague and external customer learning administration, support, advice and guidance

• Data input and high-quality manipulation, analysis and presentation of appropriate data

• Ensure colleague and customer information is up to date and aligned with appropriate systems and carrying out workforce learning data validation / auditing and cleansing exercises as required

• Provide support with general administrative functions within the team

• Take responsibility for own work areas

• Attend and contribute to meetings as required

• Minute taking and report writing

• Ensure the TLE Operations Hub, telephone service, shared inbox and support function are sufficiently covered between the hours of 8am and 5pm during the working week on a rota basis

• Creation and administration of Microsoft Teams links for virtual training sessions

Person Specification

Essential

• Minimum of 4 GCSE's or equivalent

• Level 3 Business Administration Apprenticeship or diploma in Business admin or equivalent (or willingness to work towards) or equivalent level of appropriate qualification or experience

• Advanced IT skills and aptitude using IT software e.g. Microsoft Teams / Office and Excel

• Experience of managing multiple enquiries via email, telephone and service management systems

• Experience of producing reports and analysing data

• Excellent communication skills, both verbal and written

• Excellent attention to detail and problem-solving skills

• Ability to work under pressure and plan and prioritise own workload, delivering to tight deadlines

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- Experience of providing high-quality customer service in a busy administrative environment
- Experience of working with IT systems, preferably learning management systems, HR systems and websites

Desirable

- Experience of working in a Healthcare or education setting in a similar role
- Project management qualification
- Significant experience of working with Learning Management Systems

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