

Job Title:	The Learning Enterprise Operations Hub Learning and Development Support Officer
Reports to (job title):	TLE Operations Hub Team Leader
Line Manager to:	N/A

## Job purpose

Support the learning administration and support function of the learning and development department to fully utilise and optimise the Learning Management System for the provision of learning for both internal colleagues and external clients, maintaining strong client relationships and retention of external business.

## Base

Office Base: Runcorn

Hybrid working with occasional travel (nationally)

## Key responsibilities

- Provide administration support ensuring efficient & smooth running of the TLE Operations HUB
- Fully utilise the reporting functionality in the Learning Management System to provide required performance reports
- Retain key relationships with external clients providing excellent customer service focusing on business retention.
- Provide internal colleagues and external customer / client learning administration, support, advice guidance and excellent customer service
- eLearning account creation and maintenance
- Data input and high quality manipulation, analysis and presentation of appropriate data
- Respond to requests for internal colleague and external customer / client workforce learning information in a timely and accurate manner, ensuring data integrity
- Ensuring colleague and customer / client information is up to date and aligned with appropriate systems and carrying out workforce learning data validation / auditing and cleansing exercises as required
- Support with the development and implementation of the capacity plan to meet training needs of the organisation and external customers / clients
- Scheduling of training for internal organisation and external customers / clients
- Provide support with general administrative function within the team responding and positively working to solve concerns and respond to enquiries via phone and email to colleagues and external customers

# Job Description

- Develop technical understanding of the Learning Management System and its functionality
- Fully use the administrative function within the Learning Management System (LMS) and website. Work with the team and LMS provider to ensure the functionality of the Learning Management System and website is maximised.
- Making amendments and updates to the TLE website
- Monitoring of customer / client contact and activity via the TLE website and following up on customer contact to support sales and income generation
- Follow up new sales leads with external customers / clients
- Work with the finance co-ordinator to ensure payments are received from customers / clients
- Take responsibility for own work areas
- Attend and contribute to meetings as required
- Minute taking and report writing
- Ensure TLE Operations HUB is sufficiently covered between the hours of 8am and 5pm during the working week

## Personal Specification

### Essential

- Minimum of 4 GCSE's or equivalent
- Level 2 Business Administration Apprenticeship or diploma in Business admin or equivalent (or willingness to work towards)
- Advanced IT skills and aptitude using IT software
- Advanced computer skills eg Microsoft Teams / Office and Excel
- Excellent communication skills both verbal and written
- Excellent attention to details and problem solving skills
- Ability to work under pressure and plan own workload, delivering with tight deadlines, prioritisation and flexibility
- Experience of working in an office environment and operating administrative process to a high quality
- Experience of working with web based systems, preferably learning management systems, HR systems and websites