

Role Profile



St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job Role	Learning & Development Administrator
Department	HR Team
Reports to	People Adviser
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

The role of the People Department is unique in that it works with all departments across the organisation, at all levels and on a broad range of issues. It supports both employees and volunteers, totalling approx. 600 people.

Job Summary

Support and administer the delivery of all Learning & Development activity, particularly ensuring all staff and volunteers receive mandatory and statutory training appropriate to their role.

Key Accountabilities & Responsibilities

- Plan and administer staff and volunteer mandatory and statutory training:
 - Extract L&D information from E-learning for Health, assisting all new staff and volunteers to register and complete relevant titles
 - Maintain L&D information on Compass, recording all L&D activity and renewal dates
 - Maintain Organisational Man/Stat Dashboard including monthly compliance data
 - Liaise with Leadership and Safeguarding Leads to ensure changes to renewal periods and revised mandatory course requirements are communicated and recorded; assist staff with locating and completing new course requirement.
 - Liaise with Clinical Leads and content providers to schedule and record internally delivered mandatory training
 - Liaise with Hospice Education and internal Education Team to monitor, record and help share awareness of training delivered at or by Hospice partners.
- Plan and administer Corporate Induction.
- Plan and administer Volunteer Welcome Mornings
- Respond to direct requests / queries from employees, volunteers, trustees and the education team about training and support them to resolve any issues. This includes access, understanding requirements and renewals, obtaining and sharing satisfactory records and updating employee files with certification.
- Advise and support line managers with the delivery of L&D activity, particularly mandatory and statutory training.
- Provide, analyse and monitor L&D data on a monthly and quarterly basis and ad hoc as required, focusing on mandatory and statutory compliance levels.
- Monitor completion of on boarding process for new starters.
- Support the smooth running of any L&D events from welcoming and receiving delegates through to completion, ensuring evaluations are completed.
- Process external L&D applications, maintaining records of external training costs, types of training attended and updating completed training on personal records
- Extract training or development needs as identified in appraisals and support any needs that require central management or provision.
- Identify and implement improvements to core L&D processes and administration.

- Monitor the L&D inbox and deal with all enquiries in a timely manner.
- Provide quarterly activity updates to Head of Human Resources.

Job Scope

Decision making level	Basic level of decision making i.e. compiling training course agendas
Financial resources	Monitors L&D commitment against budget
Other resources	Employee L&D data on Compass
People management	
Legal, regulatory and compliance responsibility	Monitors mandatory and statutory compliance levels

Person Specification

- 'A' Level standard education
- Current and proven administration experience
- Excellent IT skills, particularly Excel, Outlook and Microsoft Teams
- Highly organised
- Excellent customer service skills
- Innovative approach
- Experience of reporting data and basic level analysis

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality/ Data protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**