

## Job Description

<b>Job Title</b>	Learning and Development Administrator
<b>Department</b>	Learning Team
<b>Hours</b>	25 hours per week (ideally across 5 days but there is some flexibility on this for this right candidate).
<b>Responsible to</b>	Head of volunteering, learning and inclusion
<b>Responsible for</b>	n/a

### About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

### Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ★ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ★ Take pride in being a great place to work and thrive
- ★ Deliver bespoke specialist care that supports dignity and choice
- ★ Use our expertise to educate and influence the delivery of excellence in end-of-life care

### Our Team

The Learning team ensures the provision of statutory and mandatory training for our entire workforce, alongside competency training for our clinical teams. We also provide development opportunities for a wide variety of staff to ensure they can innovate and work to standards of excellence, no matter whether they are staffing a reception desk, managing a shop, working in finance or providing essential care to patients at the ends of their lives. The Learning team arranges a lively programme of educational activities via direct in-

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house delivery, the commissioning of courses from external subject experts, and a wide variety of activities to support our burgeoning learning culture, including lunch and learn sessions, the 'Turbo Charge Your Learning' resource hub, coaching, mentoring and communities of practice.

## Main Purpose & Scope

The post holder will support education provision within the hospice and role model our values, including helping to create the conditions for further development of our learning culture. Key responsibilities will include management of the hospice's learning management system; managing and reporting on accurate training records for the full range of staff training courses, maintenance and content management for our 'Turbo Charge Your Learning' resource hub; and general administrative support.

An essential part of the role is to ensure that programmes, courses and student placements are delivered efficiently and any follow up required for registration, payment and evaluation is completed in a timely manner. In addition, the postholder will undertake administrative support for training courses provided by the hospice to our external partners, coordinating bookings, purchase orders and invoices.

The post holder will also be involved in supporting the delivery of training across the organisation by, for example, booking rooms, ensuring the necessary technology is available and arranging sufficient sets of course materials for learners.

## Key Accountabilities and areas of responsibility

- Act as first point of contact for education information and enquiries by telephone, e-mail and face to face.
- Develop and administer systems, including managing databases, spreadsheets and electronic filing, for all education activities.
- Maximise the full potential of the Bluestream Learning Management System.
- Proactively manage course bookings, the education area of the website and mailboxes.
- Load content onto our in-house learning hub, managing it to ensure resources are relevant, accurate and current.
- Maintain master copies and stocks of course materials, presentations and handouts.
- Monitor incoming payments for courses and liaise with the finance department to ensure an accurate and efficient payment system is maintained.
- Raise purchase orders as requested.
- Prepare materials for courses by photocopying and collating education packs and resources, including attendance sheets, handouts, trainer packs and certificates, in a timely manner.
- Where course materials are provided electronically, ensure they are accurate, up to date and readily available.
- Provide support for courses, including greeting attendees, organising car parking, booking catering, room booking and preparation and managing any special requirements for attendees and trainers.
- Produce evaluation reports for all courses, monthly activity and annual performance according to the department plan.
- Distribute materials for internal and external marketing of Education services.



- Manage the Prospect Hospice library, including the availability of journals, recording borrowing and returning, and maintenance of the resource catalogue.

## Key Contacts

- Head of volunteering, learning and inclusion, and other members of the learning team
- Suppliers / agencies and other bodies, commercial and non-commercial, relevant to the role and purpose of the post.
- Staff across the organisation at all levels of seniority

## Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end-of-life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

## Safeguarding

It is the responsibility of the post holder to ensure they have up-to-date knowledge of and follow the legislation and guidance relating to Safeguarding Adults and Children as stated in the Prospect Hospice's Safeguarding operational Policies. All staff should be aware of their safeguarding responsibilities as employees of Prospect Hospice and will be expected to attend mandatory safeguarding training as required to inform safe working practice

## Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

## Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.



# Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	Educated minimum GCSE Level (A-C in English and Maths)	E
	Business Administration Diploma or Level 4 Apprenticeship	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Track record of experience providing full office administration support to a small team, in a similar role	E
	Experience of working in a small team	E
	Demonstrable experience of working independently to tight deadlines	E
	Experienced in developing and maintaining electronic and paper filing systems to improve office efficiency.	E
	Previous experience of working within education or training, or the ability to adapt and learn new work areas quickly and effectively	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Ability to create an excellent front of house impression for our internal and external customers	E
	Able to interact effectively with people at all levels	E
	Able to organise own time effectively in order to support the team objectives	E
	Able to juggle simultaneous tasks whilst maintaining a positive approach and a focus on customer service at all times	E
	Self-motivated and able to deliver to target with minimal direction, contributing to team goals	E
	Ability to demonstrate emotional resilience and intelligence in the face of conflict, complex situations and competing priorities	E
	Flexible attitude with a desire to ensure that we provide an excellent service, playing a key part in that delivery	E

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Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times	E
	Have a track record of working inclusively and a genuine appreciation of the value of diversity	E
	Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same	E
	Authentic, open, honest and transparent	E

## Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

*This job description does not form part of your Contract of Employment*

