

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Surrey Learn Administrator (12 hours a week)
Service:	Policy and Governance
Team:	HR/Learning and Development
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Surrey Learn Project Manager and Learning and Development Manager
Responsible for:	Providing an excellent service to a Surrey-wide learning and development partnership – Surrey Learn.
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> Provide an excellent administration and support service to the 12 districts and boroughs (as well as Surrey County Council) who are members of the Surrey Learn Partnership (SLP). 	

MAIN DUTIES AND ACCOUNTABILITIES

- Support the Surrey Learn Project Manager and Learning and Development Manager to :
- manage the SLP website by checking 'Overview' page information; adding new course information, adding new course dates, managing bookings/cancellations, cancelling/postponing courses if not financially viable, recording attendance (Zoom courses), reading evaluation forms and updating the 'Testimonial' page. Maintenance of 'shell' Publisher information and 'front-end' user text and documents. Liaison with external web developer.
- manage course waiting lists, contacting providers when numbers reach the individual course threshold to book dates (and possibly locations)
- liaise with providers on course content and give feedback to the providers once courses have run.
- Promote courses where numbers are low keeping an eye on individual provider cancellation policies
- manage the Surrey Learn in-box dealing with enquiries from providers, delegates and SLP contacts.
- Maintain an accurate record of SLP finances, pay invoices from providers within Waverley's corporate SLA, ability to use Agresso effectively, chase suppliers and debtors when required. Re-charge provider invoices accurately for attending Borough, District and County staff.
- Provide cover for when SLP Project manager and L & D Manager are away.
- carry out course uploads to our e-learning portal (Learning Pool) for all of SLP add and remove users.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- Approx 30 queries per week from the whole of Surrey
- Approx 6 course run a month
- £52891.82 spend in 20-21
- 12 partnership members
- 19 external training providers (currently)
- Approx 3,500 staff across the partnership

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Must be a self-starter able to use common sense to make decisions in the absence of SLP Project Manager or L & D Manager
- Make recommendations to both SLP Project Manager or L & D Manager on course content and possible new training available.

- Strategic thinking in terms of how we deliver training and exploiting Zoom or e-learning options to be more efficient.
- Represent the SLP partnership as a whole to ensure all partners receive value for money for their yearly contributions and are confident in the way the partnership is being run.
- Represent and be an ambassador for the SLP partnership as a whole to external training providers.

PLANNING/ORGANISING/CONTROLLING

- Must be able to communicate to partners and training providers at all levels, effectively and efficiently.

CUSTOMERS AND CONTACTS

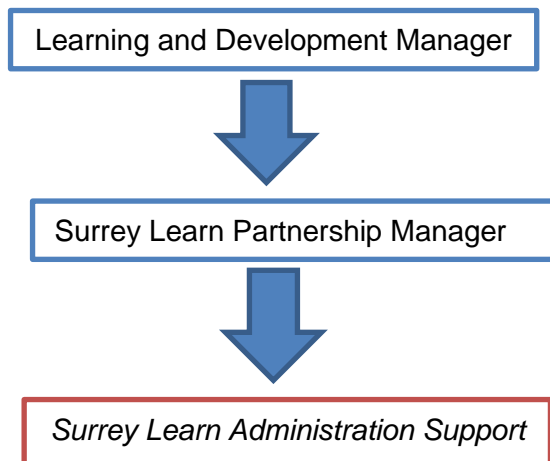
INTERNAL

- Waverley staff
- 11 other borough's and district staff
- Elected Members
- Waverley Finance Team

EXTERNAL

- Training providers
- Surrey County Council
- Learning Pool (e-learning portal)
- Web Developer

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Educated to at least GCSE level or above	I		
	2 years plus experience of supporting a cross-boundary training partnership	A/I		
	Managing budgets	A/I		
KNOWLEDGE /TECHNICAL SKILLS	Using Agresso for finance purposes	I		
	Computer literate with excellent Word, Excel and Outlook skills	I		
	High level of administrative abilities	I	Awareness of Safeguarding	A/I
COMMUNICATION	Ability to communicate with customers at all levels to a very high standard	I		
	Excellent verbal communication skills	I		
	Excellent written skills			
	Experience of using a shared Outlook inbox to share key information	I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Accurate spoken English is essential for the post	I		

	Respond to all customer queries in a timely way.	I		
TEAM WORKING	Experience of working as part of a team where not everyone is full time so can work unsupervised.	I		
	Ability to understand wider team priorities	I		
	Experience of working in a virtual team across a partnership	I		
MANAGING SELF AND OTHERS	Must be able to work unsupervised	I		
	Must be able to pro-actively manage relationships with training providers	I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to determine own priorities and deliver against them	I		
	Be able to demonstrate experience of delivering multiple training courses to multiple partners	I		
	Be able to demonstrate the ability to managing budgets and finances	I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. item	A		
	If applicable: Full and valid driving licence and if essential car user:	I		

	use of a car during working hours			

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	Surrey Learn Admin Support	Post no:	
Service:	Policy and Governance	JE score:	178
Team:	L & D/SLP	Pay band:	9
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	1	
	Customer Service:	1	
	Team Working:	1	
	Managing Self and Others:	1	
	Can do approach/Results:	1	
REVIEWED BY:	Learning and Development Officer	DATE:	
CHECKED IN:	HR	DATE:	April 2021
LAST UPDATED:	19 April 2021	DATE:	