

Job Description

Job title	Learning & Development Administrator	Date: March 2022
Reports to (title)	Head of Learning & Development	
Contract/Department	Learning & Development	Revision 1
Location	Surbiton	

Job purpose

Describe the overall purpose of the job in two or three sentences.

Responsible for supporting the L&D team with providing effective administration of training activities to support requirements for the EMCOR UK business.

Providing a professional administrative resource ensuring that all training courses and related activities are properly administered, monitored, delivered, evaluated and reported on in accordance with EMCOR UK's learning and development strategies.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Course Certificate

- Sending emails and contacting delegates to obtain correct postal addresses
- Scanning external certificates and saving to correct folders, sending to HR team and post to delegates
- Chasing missing certificates from training providers by email or phone
- Production and distribution of internal training certificates

Course Attendance

- Chase pre-course work
- Chasing attendance responses to invitations for internal courses
- Collating evaluations to ensure quality and standard of training is maintained

Course Bookings

- Liaising with and booking venues
- Ordering lunch and refreshments

Post-Course Administration

- Chase up post-course work and registers

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- Scanning attendance sheets/test papers after courses
- Update spreadsheet with actual attendee information
- Send out feedback surveys and chase responses

Course Materials

- Production and distribution of training materials and delegate registers to trainers and/or venues in a timely manner

General

- Provide ad-hoc duties and absence-cover to support the L&D function as and when required
- Provide support at learning events/workshops as requested from time to time

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Experience working in a corporate environment useful
- Swift and efficient response to enquiries
- Good telephone manner
- Excellent spoken and written English skills
- Proficient in MS Office
- Self-motivated with the ability to work without constant supervision
- Meticulous attention to detail essential

Other factors relevant to the job

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Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	