

JOB VACANCY: LEARNING AND DEVELOPMENT ADMINISTRATOR

We are now recruiting for a Learning and Development Administrator to provide comprehensive administrative support to the Learning and Development Officer, ensuring the smooth and efficient operation of training activities across the organisation. This includes managing training logistics, maintaining accurate training records and coordinating course schedules.

LOCATION: Liverpool

WORKING HOURS: 37.5 hours per week, 09:00 - 17:00, Monday to Friday.

CONTRACT TYPE: Permanent

KEY RESPONSIBILITIES:

- Maintaining accurate and up-to-date training records for all employees, ensuring all training activities are documented and compliant with organisational and regulatory requirements.
- Scanning, organising, and storing training certificates and internal records in the appropriate systems.
- Coordinating the booking and scheduling of training courses, ensuring alignment with organisational needs and availability.
- Raising Purchase Requests (PRs) for training activities and ensuring invoices match corresponding Purchase Orders (POs).
- Liaising with internal and external training providers to coordinate logistics, ensuring all necessary details are arranged for smooth training sessions.
- Communicating with employees regarding course arrangements, sending reminders, and ensuring participants are fully informed about training details.
- Providing administrative support in the creation and management of digital training resources and materials.
- Assisting in reviewing and analysing feedback from training sessions to assess the effectiveness of training programs and identify areas for improvement.
- Operating and maintaining Learning Management System (LMS) platforms.

GENERAL RESPONSIBILITIES

- Ensuring that all training-related documentation is processed with care, thoroughly organised, securely stored, and easily accessible when required.
- Providing general administrative support to the L&D Officer, assisting with the preparation and coordination of internal and external training events.
- Operating and maintaining Learning Management System (LMS) platforms, ensuring smooth user experience for employees completing training programmes.
- Any other additional duties as required.

PERSON SPECIFICATION

Experience: Experience in an administrative role, ideally within a Learning & Development or training environment.

Drive Results: Highly motivated, enthusiastic and dedicated with a can-do attitude and the drive and commitment to consistently deliver challenging targets.

Customer-Focused: Strong service orientation, with a commitment to providing excellent support to employees and training participants.

Communication skills: Excellent verbal and written communication skills, with the ability to liaise effectively with employees at all levels and external training providers.

Team Player: A confident, dynamic and supportive team player. At all times remain supportive to the whole team and display a positive outlook.

Honest & Trustworthy: Strong sense of ethical and professional behaviour ensuring confidentiality and ethical standards

KEY COMPETENCIES

- Attention to detail, ensuring accuracy in documentation, data entry, and task completion.
- The ability to develop good working relationships with colleagues and other business contacts.
- Excellent time management and organisational skills.
- Clear effective communicator; in person, in writing and on the telephone.

ESSENTIAL SKILLS

- Highly organised with the ability to manage multiple tasks and prioritise responsibilities in a fast-paced environment.
- Accuracy in handling documents and information, ensuring no mistakes or omissions.
- Good interpersonal skills, approachable and flexible.
- Excellent communication skills, both verbal and written.
- IT Literate with the ability to use a range of packages applicable to the role.

DESIRABLE SKILLS

- Familiarity with training compliance and regulatory requirements in a corporate setting

APPLICATIONS:

Please either complete an [application form](#) or email your CV and covering letter to: recruitment@s-norton.com

Alternatively, please post your covering letter and CV to:
HR Department, S. Norton, Bankfield House, Regent Road, Liverpool L20 8RQ

POSTED: DECEMBER 2024.

NO AGENCIES PLEASE.