

|  |  |
| --- | --- |
| Job Title | Learning & OD Support Co-ordinator |
| Grade | E |
| Directorate | Corporate Services |
| Job Purpose | Responsible for all administrative activity relating to the Learning and Organisational Development team. Providing effective customer service, consistent query response and the efficient administrative delivery of CQC’s learning and organisational development initiatives, by providing accurate and timely information and quality assurance controls.  |
| Accountabilities | * Ensure all administration processes are operated in accordance with CQC learning and organisational development processes and procedures.
* Provide an exceptional customer service experience in line with CQC’s values and behaviours.
* Demonstrate effective stakeholder management skills through effective delivery of services.
* Responsible for a high volume of query management/responses and administrative tasks relating to staff at all levels of the business and relevant third parties (such as external learning providers).
* Use knowledge of query management to identify trends and make suggestions for improvement.
* Ensure the service level agreement is met, Be responsible for accurate administration of individual programme sessions and Organisational Development (OD) initiatives on the learning management system (LMS).
* Utilise the LMS for general administration duties, data input and sharing in line with quality expectations and the Learning and Organisational Development team’s processes, within agreed timescales.
* Work independently to raise, process, and manage financial purchase orders.
* Undertake quality assurance and improvement in line with the team’s quality framework
* Maintain and complete daily, monthly, and annual finance and administrative processes on time, both internal and external to the business.
* Any other administrative duties falling within the remit of the Learning and OD Support team, as and when required or relevant.
* Demonstrate the appropriate knowledge, skills, and experience to actively promote diversity and equality of opportunity; treats everyone with dignity and respect and avoids unlawful discrimination.
* This role typically requires travel throughout England, including overnight stays, with an expectation to attend team meetings.
 |
| Specific skills and experience | Essential* Experience of working in an HR related administrator role
* Good working experience of People processes and activities, including query response and stakeholder engagement.
* Experience of delivering on key performance indicators
* Experience of dealing with volume queries and proficient in mailbox management.
* Experienced in using your initiative to research and solve problems with a solution-focused approach.
* Ability to work independently and make informed decisions based on recognised procedures and established guidelines.
* Excellent attention to detail/organisational skills.
* Skilled in IT, including Microsoft applications.
* Good verbal and written communication skills to suit different audiences.
* Ability to demonstrate analytical skills.
* Determined and focused, even in complex situations.
* Effective networker and relationship-builder.

Desirable* Knowledge and experience of using both learning management and finance systems.
* Able to present complex information in an easily understood, accessible format, sometimes to tight deadlines.
 |
| Values & Behaviours**Excellence**In my work for CQC:* I set high standards for myself and others and take accountability for results.
* I am ambitious to improve and innovate.
* I encourage improvement through continuous learning.
* I make best use of people’s time and recognise the valuable contribution of others.

**Caring**In my work for CQC:* I am committed to making a positive difference to people’s lives.
* I treat everyone with dignity and respect.
* I am thoughtful and listen to others.
* I actively support the well-being of others.

**Integrity** In my work for CQC:* I will do the right thing.
* I ensure my actions reflect my words.
* I am fair and open to challenge and have the courage to challenge others.
* I positively contribute to building trust with the public, colleagues and partners.

**Teamwork**In my work for CQC:* I provide high support and high challenge for my colleagues.
* I understand the impact my work has on others and how their work affects me.
* I recognise that we can’t do this alone.
* I am adaptable to the changing needs of others.
 |