

GuildCare♥	GUILD CARE JOB DESCRIPTION
Job Title	Learning & Development Administrator Apprentice
Unit	Learning & Development
Responsible To	Learning & Development Manager
Responsible For	None
Salary	Up to £11.50 per hour depending on experience
Hours of Work	21hrs per week

Job Requirements	
Essential	• Good organisational skills and attention to detail • Good communication skills, both written and verbal • Ability to build positive working relationships with colleagues • Willingness to learn and develop new skills • Good IT skills, including Microsoft Word, Microsoft Forms and Outlook • Ability to work as part of a team • Committed to maintaining confidentiality • Able to provide a satisfactory Disclosure and Barring Service (DBS) check
Desirable	• GCSE Maths and English (or equivalent) • Experience of using Microsoft Office packages • An interest in Learning & Development, Training

Job Purpose

- To support the Learning & Development Team in delivering high-quality training and development activities across Guild Care.
- The role will provide administrative support for training, induction, apprenticeships and e-learning systems, helping to ensure colleagues have access to the learning opportunities they need to develop and succeed.
- The postholder will work towards completing the Business Administration Level 3 Apprenticeship Standard, developing knowledge, skills and behaviours relevant to a professional administrative role.

Main Duties

- Support the coordination of training courses and workshops across Guild Care.
- Assist with booking staff on training sessions and maintaining attendance records.
- Support the administration of Getting to Know Guild Care (GTKGC) sessions.
- Prepare training materials, resources and workshop packs.
- Support the management of the Learning & Development inbox, responding to enquiries, directing requests appropriately, and ensuring actions are completed in a timely manner.
- Assist in maintaining accurate training records.
- Support the management of the e-learning system (Lumis).

- Add new starters and make updates to learner records within Lumis.
- Support the production of training compliance reports.
- Respond to basic Learning & Development enquiries and direct colleagues to the appropriate person where required.
- Assist with the administration of mandatory training and refresher training schedules.
- Support the maintenance and development of induction and welcome materials.
- Assist with the administration of the Buddy Scheme.
- Help organise training events, meetings and learning activities.
- Maintain stationery supplies, ensuring cupboards and storage areas are kept organised, neat, and tidy.
Monitor stock levels, identify when supplies are running low, and place stationery orders as required.

Business Administration Apprenticeship Responsibilities

As part of the Business Administration Level 3 Apprenticeship, the postholder will:

- Complete all apprenticeship learning activities and assignments within agreed timescales.
- Attend apprenticeship reviews and development sessions.
- Maintain evidence required for the apprenticeship portfolio.
- Demonstrate continuous learning and professional development.
- Develop effective administrative, communication and organisational skills.
- Apply learning from the apprenticeship programme within the workplace.

BELIEF Values

Guild Care has adopted the following BELIEF values which underpin everything we do. These values are important to us and are discussed as part of our performance management conversations.

BELIEF Values	
Brave	✓ Courageous ✓ Passionate ✓ Empowered
Engaging	✓ Straightforward ✓ Authentic ✓ Present
Loving	✓ Genuine ✓ Caring ✓ Interested
Integrity	✓ Respectful ✓ Accountable ✓ Trustworthy
Everyone matters	✓ Considerate ✓ Attentive ✓ Appreciative
Free to be me	✓ Playing to strengths ✓ Supportive ✓ Vulnerable

Health and Safety

As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:

- i) Take reasonable care of yourself and others at work
- ii) Co-operate with Guild Care to ensure the laws relating to health and safety are not broken.
- iii) Report any problems or concerns about health and safety to the manager in the area in which you are working.

Equal Opportunities

Guild Care is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Confidentiality

The post holder is required to observe strict and complete confidentiality regarding information obtained during the course of their duties.

Scope of Job Description

This job description reflects the immediate requirements and responsibilities of the post. 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. Substantial changes will be carried out in consultation with the post holder.

Signature	
Name	
Date	