

JOB DESCRIPTION

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title: L&D Administrator
Department: Learning & Development Area: FHQ
Reports To: L&D Business Centre Team Leader No of Posts: 1

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

The post exists to provide administration support for training events as part of the central L&D administration function within the Learning & Development Business Centre.

Continue on a separate sheet and attach if required

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

None

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Administration of all training course bookings, including all necessary arrangements related to delegates, resources and facilities.

Preparation of course materials required for the delivery of training

Taking the role of lead administrator for one specific faculty. (e.g. Personal Safety Training)

Providing first line support for all internal training queries received at the Business Centre via email or telephone.

Providing reception coverage on the front desk at the Force Training Centre, Holloway Road, as and when required.

Any other L&D activities or projects that are identified as commensurate to the role.

Continue on a separate sheet and attach if required

E. DECISION MAKING:

Make decisions

The post holder will work under the supervision of the Business Centre Team Leader with limited scope to prioritise their own workload.

Significant say in decisions

None

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

The role will involve frequent contact with Officers and staff across BTP, via email and phone, for the purpose of dealing with training course bookings and queries

External

The role will involve contact with external training facilities and trainers for the purpose of organising training courses.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Experience:

Previous administration experience

Skills:

Good communication skills

Good team working skills

Ability to use Microsoft Office products – Word, Excel and PowerPoint

Knowledge:

None

Desired Criteria:

Qualifications and Training:

Experience:

Experience of working in a Call Centre as a Call Handler/Advisor/Administrator

Experience of working in an operational or L&D role within a police environment

Skills:

Knowledge:

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

Continue on a separate sheet and attach if required

I. AUTHORISATION DETAILS:

Prepared By: _____ Date: _____

Authorised By: _____