

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Street Services

POSTHOLDER

SECTION: Business Support

GRADE Scale 5

POST DESIGNATION: Business Support Officer (Training and Development)

Purpose of Job:

To provide administrative support to the Training & Development Manager (Street Services) to support delivery of service wide training and development for all Street Services staff. Annual training programme supports 408.6 FTE.

This post does not require a DBS

Manages up to 0 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

Main Duties:

- 1) Support the Training & Development Manager with the day-to-day maintenance of data held within the Street Services Learning Management System (LMS) to ensure that it accurately reflects the service wide training programme and staff training records.
- 2) Assist with the production of training materials.
- 3) To support the service wide digital promotion of training events via SMS, digital screens, email and e-newsletter ensuring that the service wide training offer is shared with all, confirmation of bookings are issued and reminders are sent.
- 4) To be a point of contact for Operational Supervisors to support enrolment of frontline staff on to training events and work closely with the Operational Team to ensure that enrolment/delegate lists are at capacity.
- 5) To maintain the Street Services training room booking calendar ensuring that the calendar reflects the service wide training calendar, including weekly inductions and be responsible for handling room booking enquiries from other departments.
- 6) To monitor the Street Services Training Outlook inbox ensuring that emails are promptly addressed.
- 7) Assist with ensuring that room bookings, equipment and training materials are prepared in readiness for training events including the provision of training details to Facilities Management where training is taking place outside of office hours.

- 8) To assist with ensuring that training room user manuals are up to date for room users including equipment, fire evacuation and emergency contact details.
- 9) To assist with the induction process ensuring that supporting paperwork is forwarded to the relevant internal departments and forwarded to the Street Services Personnel inbox for inclusion of the employee e-file.
- 10) Support the Training & Development Manager with the collation of monthly performance statistics for inclusion within the HR Performance Monitoring Report.
- 11) To assist with the Training & Development Manager with the monitoring of training related expenditure and commitments assisting with the approval of creditor invoices and the generation of requisitions.
- 12) Assist the Training & Development Manager with the process of recharging internal departments where shared internal training events have been organised by Street Services.
- 13) To be a point of contact for external training providers where training has been outsourced ensuring that they are familiar with the arrangements and contact information ahead of events.
- 14) To liaise with external training providers, where necessary, to assist the Training & Development Manager with sourcing training content and delivery.
- 15) To ensure that training certificates are issued to staff and that they are also emailed to Street Services Personnel for inclusion on the employees e-file.
- 16) To arrange additional support for employees where necessary including the provision of sign language/interpreters.
- 17) To undertake any other work appropriate to the level and general nature of the post's duties.
- 18) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 19) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 20) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 21) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the post-holder normally reports to:
Training and Development Manager