

Role specification.

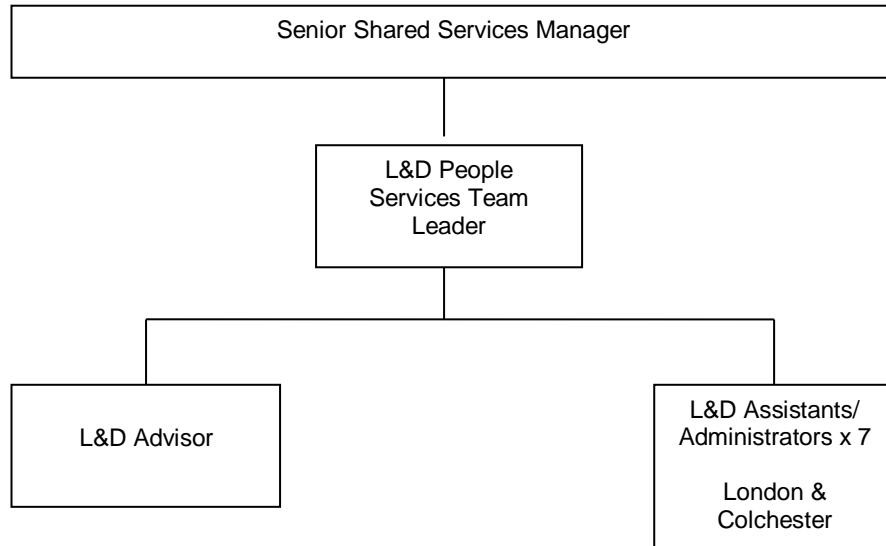
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Business Services – Human Resources

Job title	Learning & Development Administrator Apprentice
Department	Shared Services
Location	London (and Colchester - as required)
Reporting to (title)	L&D People Services Team Leader
Date	October 2016
Purpose	To support the Knowledge & Learning function in the delivery of targeted and strategic learning interventions to support the business globally
Key Dimensions	<ul style="list-style-type: none">• Support the People Services L&D Team in the delivery of L&D training courses• To provide 'on the ground' support for learning events across the London office• To help administer a Learning Management System (LMS)• Support the People Services teams in Colchester, as required. This may involve a limited amount of travel to our Colchester office

Key responsibilities and challenges	
1	<p>L&D Administration – Course Delivery</p> <p>Help the People Services L&D team manage course processes through the LMS to ensure effective and efficient delivery of courses. Includes:</p> <p>Registrations/Marketing</p> <ul style="list-style-type: none"> • Create and maintain course information/advertising • Create class runnings in the LMS <p>Course Delivery</p> <ul style="list-style-type: none"> • Work with global L&D and subject matter experts to manage the collation, printing and distribution of all training materials • Preparation of course materials, for faculty and participants • Packing materials into boxes in advance of the course running • Complete the quarterly order of resources required for all courses and when stock runs low, liaising with other team members • Maintain the organisation of the team’s storage room in London • Book rooms/facilities for courses (internal or at external venue), determine catering and equipment requirements, and liaise on an ongoing basis with the venue/booking office/external providers • Provide on the day course support for courses, including those of other team members as required or due to holiday/inability to travel to London • Support the L&D Teams in all post course logistics, including: <ul style="list-style-type: none"> > Attendance follow up in the LMS > Creation, issuing and collation of course evaluations > Creation of recharge templates > Assignment of CPD/MSC points reporting • Support the production of reports from Sophia • Ensure Quality Assurance of all work and processes • Help manage team inboxes – COLB and Registers Processing
2	<p>CPD Process</p> <ul style="list-style-type: none"> • Upload attendance records onto relevant management system and ensure the accuracy of this data • Maintain effective management of CPD Register records • Action CPD Record requests from fee earners within the firm
3	<p>Team Member</p> <ul style="list-style-type: none"> • Work effectively across teams and functions • Actively support other team members in times of pressure • Any other activities as required and deemed appropriate

Organisation Snapshot



Key contacts	
<i>In department</i>	Immediate team
<i>In the firm</i>	<ul style="list-style-type: none"> • Shared Services Team • L&D Professional Development Team • Secretaries • Business Managers • HR Managers • Partners • Lawyers • Business Services

Characteristics, Skills & Experience required:	Essential	Desirable
Location	London (Colchester, as required)	
Character	Focused and organised	
	Uses initiative and able to work productively alone but also effective as a team member	
	Keen attention to detail	
	Strong communication skills (written and verbal)	
	Active listener and able to respond to and develop ideas of others	
	Flexible & Resilient	
	Professional and positive approach with a 'can do' attitude	
	Keen to learn	
Languages	Fluent English	
Practical experience	Experience of working effectively in teams	Experience of dealing with people of different levels
Office skills	IT literacy skills	Strong organisational/self-management skills