

Job Description

Job title: Talent and Organisational Development Service Administrator

Faculty/Directorate: People Services

Grade: C **Role profile:** SMC2

30 hours per week **Permanent**

	Duties of the role
Overall purpose of the role	Reporting to the Learning and Organisational Development manager, the primary purpose of the role is to provide administrative support to the Talent and Organisational Development Service and maintain internal systems associated with staff learning and development activity.
Main duties and responsibilities	<ul style="list-style-type: none"> • Organise meetings and events associated with the Talent and Organisational Development Service including diary co-ordination, sending calendar invites, room booking and associated administration tasks • Update and maintain systems and databases associated with staff training, learning and development activities including: <ul style="list-style-type: none"> - uploading workshop/event/programme information on DMU Hub - monitoring bookings on workshops/events/programmes - updating training histories post workshop/event/programme attendance • Ensure attendees of events scheduled via DMU Hub or arranged by the Talent and Organisational Development Service receive the required information prior to the event, responding to any queries that arise in the lead up to such activities to ensure a high quality customer experience • Liaise with facilitators leading events, both internal to DMU and external providers, to ensure they have all relevant information. This includes: <ul style="list-style-type: none"> - providing facilitators with attendee lists - communicating cancellations - sharing logistical information such as room booking • Run reports from internal systems and databases on engagement and completion of staff training and development activities including essential training completion, presenting the information in agreed formats for stakeholders • Monitor inboxes associated with the service and ensure that emails are responded to in line with service level agreements. This includes responding to queries, signposting to appropriate resources and ensuring that actions are assigned to relevant team members when required

	Duties of the role
	<ul style="list-style-type: none">• Perform any other duties commensurate with the job grade as reasonably required from time to time.• Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.• The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.

Person Specification

Job title: Talent and OD Service Assistant

Faculty/Directorate: People Services

Grade: C Role profile: SMC2

Full time 30 hours Permanent

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Technical	Educated to at least GCSE in Maths and English or equivalent qualification	Essential	X	X		
	Experience of working in an administrative role	Essential	X	X		
	Excellent working knowledge of Microsoft 365 applications, specifically Outlook and Excel	Essential	X	X	X	
	Excellent attention to detail and accuracy	Essential	X		X	
	Excellent written communication	Essential	X		X	
	Experience of updating and maintain systems and data bases	Essential	X	X	X	
	Understands the importance of maintaining confidentiality when working with sensitive and confidential data	Essential	X	X		
	Experience of providing data to inform service reports and business plans	Essential	x	x		
	Working knowledge of SAP	Desirable	X	X		
	Experience in working in a Learning and Development team or environment	Desirable	X	X		
Customer Service	Experience of working in an environment with a strong customer focused service delivery	Essential	X	X	X	
	Demonstrable committed to delivering excellent customer service	Essential	X	X		
	Ability to communicate with customers of all backgrounds and at all levels within the organisation with professionalism	Essential	X	X	X	
Personal Effectiveness	Ability to prioritise, plan and manage multiple tasks, meeting deadlines as required	Essential	X	X	X	
	Ability to work as part of a Team	Essential	X	X		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Sensitive to a diverse range of staff and customer needs	Essential		X	X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**