

Job description

Job title:	Learning and Development Assistant
Team:	People Team (People and Organisational Development)
Location:	Hybrid working – between office and home (minimum of one day a week in Aldgate, London office)
Hours of work:	37.5 hours
Contract:	Permanent, full time
Benefits include:	33 days annual leave (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Learning and Development Manager
Direct report/s:	N/A

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected and thrive.

Purpose of job

The Learning and Development Assistant will support the effective delivery of the learning and development team administration, providing a high quality and

customer-focused service. The post holder will work closely with the Learning and Development Manager and wider People Team to support the continued learning, development and talent management processes within Dementia UK.

Key accountabilities and responsibilities

Learning and development administration

- Liaising with suppliers to schedule training as part of the Learning Programme, as outlined by the Learning and Development Manager
- Monitor the Learning and Development request form to ensure staff are booked onto the Learning Programme courses and escalating ad hoc external requests to the Learning and Development Manager
- Follow finance processes to ensure the timely booking of training and processing of invoices
- Draft learning agreements and ensure they are signed and saved to e-personnel files
- Monitor and chase mandatory training completion for new and existing members of staff, escalating where appropriate
- Support with the delivery of training sessions, including appraisal training
- Support with the build and maintenance of the iTrent Learning module
- Ensure data is recorded accurately to support in cyclical and ad hoc reporting

New starters and induction

- Ensure new starters are set up on our learning platforms (LinkedIn Learning and iHasco)
- Have an understanding of key policies and processes related to new starters (probation and induction) to be able to respond to first-line queries related to the process that may come through, and escalating where appropriate
- With the guidance of the Learning and Development Manager, monitor the probation process, supporting managers to follow it appropriately
- Support with the delivery of the charity-wide induction by scheduling and liaising with speakers to ensure the agenda and slides are accurate and new starters are invited to the session
- Support with the management of the buddy system

Feedback and recognition

- Have an understanding of key policies and processes related to performance and feedback (including appraisals, 360 feedback, recognition scheme) to be able to respond to first-line queries, and escalating where appropriate
- Support with the delivery of 360 feedback processes and quarterly recognition award scheme
- Monitoring and chasing appraisal completion with managers
- Support with the build and maintenance of the iTrent Performance management module

Communication

- Monitor the Learning inbox, Recognition inbox and relevant folder of the People inbox throughout the day to ensure timely responses to queries

- Working collaboratively with the Internal Communications and Engagement Adviser and Learning and Development Manager to ensure timely and accurate communication with the organisation about learning and development opportunities – including signposting to courses, contributing to the internal newsletter, drafting the quarterly learning newsletter, maintaining the learning hub and longer-term the intranet

Support for the People function

- Provide support to other parts of the People Team as necessary
- Take ownership of functional area 'BAU' Administration and contributing to continuous improvement of tasks
- Taking accurate notes of meetings where required

General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UKs policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may necessary, as required.

This job description is not exhaustive and is subject to change in accordance with business need.

Person specification

Essential Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
IT literate with intermediate level Microsoft Office 365 applications including Outlook, Excel, Word, PowerPoint, Share Point, Teams, OneDrive	X		
Ability to live Dementia UK's values	X		X
Exceptional customer service etiquette and understanding of how to deliver on customer needs within a structured policy framework.			X

Desirable Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Experience of working with training suppliers	X	
Awareness and understanding of employment law/HR best practice		X
CIPD qualified or qualification by experience in the role	X	
Experience of working within a busy UK based People Team, delivering L&D and/or wider HR/People administration	X	X
Charity sector experience	X	X

Personal attributes		
Criteria	Application	Interview
Ability to work accurately and with high attention to detail	X	
Can prioritise effectively		X
Ability to maintain confidentiality within CIPD confidentiality code of conduct	X	
A flexible, pro-active, and collaborative approach to team working		X
Excellent interpersonal skills and a practical 'can do' attitude		X

Our values

Compassion
Integrity
Collaboration
Ambition