



University of London Job Specification

Job Title: Organisational & Staff Development Assistant
Department: Human Resources
Section: Organisational & Staff Development
Level: Level 4

Job Purpose:	To provide administrative support within the Organisational & Staff Development (OSD) team to ensure events and projects run smoothly and contribute to the strategic aims of the OSD team.	
Job Content:		%
	<ol style="list-style-type: none"> 1. Manage the logistics for all events, e.g. booking rooms with appropriate layout, ordering catering and arranging Audio Visual equipment. 2. Managing the Learning Management System, including adding and updating course content, ensuring information pages are up to date, and managing user access. 3. Managing the sign up and attendance of staff for all events (both internal and external), including producing and disseminating course joining instructions, collating and sending pre-work, managing materials, monitoring attendance and managing the waiting list. 4. Meeting and greeting external trainers before the start of workshops and debriefing at the end of the session. 5. Gathering and collating feedback and addressing comments raised or forwarding to appropriate persons for action. 6. Maintaining and providing accurate development management information by updating training records and producing both scheduled and ad hoc reports 7. Managing all OSD e-mail inboxes, answering queries and forwarding others to relevant team members. 8. Regularly updating intranet pages including Calendar of Events. 9. Managing the completion of mandatory training including communicating expectations with staff and reporting on completion. 10. Supporting OSD projects such as Learning at Work Week, Wellbeing Week, and the annual appraisal process. 11. Building good relationships with stakeholders by providing excellent customer service. 	

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<p>12. Contributing to development of the annual learning and development programme.</p> <p>13. Contributing to the monitoring, reviewing and identification of areas for improvement of existing training.</p> <p>14. Contributing to the development of better processes to make them more streamlined and/or to improve customer service.</p> <p>15. Establishing external relationships with other HE OSD teams to identify areas for partnership and sharing innovative good practice.</p> <p>16. Actively following and promoting the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy.</p> <p>17. Maintaining an awareness and observation of fire and health and safety regulations.</p> <p>18. Any other duties consistent with both the grade and scope of the post.</p> <p>19. Any other duties reasonably required of the post holder by the reporting manager.</p>	
<p>Reports to:</p> <p>Responsible for:</p>	<p>Organisational & Staff Development Manager</p> <p>None.</p>
<p>Additional demands of the role:</p>	<p>None.</p>

<p>Person Specification</p>
<p><u>EXPERIENCE & PERSONAL QUALITIES</u></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> • Ability to plan and organise events, with previous experience of managing the associated administration. • Previous experience of managing a high volume of emails, with the ability to respond concisely and provide good customer service. • Excellent attention to detail including ability to see inconsistencies. • Good interpersonal skills including listening and questioning skills to understand requirements. • Substantial experience in providing a high quality customer experience. • Interest in own and others' development and ability to learn quickly. • Awareness of equality, diversity and inclusion issues and experience of considering inclusion in everyday work. <p><i>Desirable:</i></p>

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- Liaising with external stakeholders, gathering their requirements to deliver training events.
- Previous experience in managing websites and Learning Management System content (in particular Moodle).

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Sound and developing IT skills, incorporating Microsoft packages including Word, Excel, and PowerPoint.
- Experience of using SharePoint.
- Confident in using IT, and keen to learn new packages and skills.
- Good office administrative skills.
- Accurate keyboard/data-entry skills.
- Ability to collate and analyse data (using MS Excel), taking appropriate actions when needed.

Desirable:

- Good working knowledge of a HR system (in particular Agresso Business World).
- Awareness of learning and development good practice.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- Five GCSE (or equivalent) at A-C including Mathematics and English Language

Desirable:

- Willingness to undertake a Learning and Development related qualification

Competency Requirements	Essential	Desirable
Academic Community focus	N/A	
Adapting to change	A	
Creativity and innovation	A	
<i>Customer focus (optional)</i>	B	
Interpersonal understanding	B	
Leadership	N/A	
Managing resources	N/A	

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Organisational commitment	A	
Proactivity and planning	B	
Problem solving and decision making	A	
Performance Management	N/A	
Resilience	A	
<i>Staff development and commitment to learning -</i>	B	
<i>Stakeholder focus (optional)</i>	A	B
<i>Striving for excellence (optional)</i>	B	
Working collaboratively with others	B	
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency. For further information on each of the competencies and relevant levels, please refer to the University's Competency Model.</p>		