

JOB DESCRIPTION		
Job title: Business Support Coordinator (Learning and Digital)	Accountable to: Staff Development Coordinator	
Contract length: Permanent	Hours per week: 35	Weeks per year: 52
Salary: £31,777 to £38,468 per annum	Grade: 3	
Service: People Team (HR)	Location: 50% remote 50% onsite at High Holborn	
The HR Business Support role <p>HR Business Support is based within the University's HR team. The role provides generalist administrative support to the 3 hubs of the HR team, namely the Culture, Business Partnering and HR Services hubs. The role also provides support to the Chief People Officer, Director of HR and Associate Directors, and ensures the department is run efficiently and effectively by providing support for team projects, collaborating with partners and key stakeholders, and providing administrative support to the HR team as a whole.</p> <p>The role also supports a specialist HR area, in this case the Staff Development (SD) team. This part of the role involves providing coordination and administrative support to the SD team by supporting the delivery of scheduled learning programmes and events and asynchronous resources, including eLearning content.</p>		
What is the purpose of the role? <p>The Business Support Coordinator role will provide general administrative support to the HR team. The role will also support the Staff Development (SD) team, providing more specialist learning event administrative support for its programmes and projects.</p> <p>This role would suit someone with a keen interest in learning, eLearning and digital platforms. However, the role will support all learning formats and monitor, collect and collate learning data and metrics.</p>		
Staff Development (SD) <ul style="list-style-type: none">SD team support and administration: support the organisation and planning of SD's internal and external learning activities schedule. This will include liaising with external suppliers to secure dates, booking rooms and catering with UALs' internal timetable and catering teams and external suppliers. Producing programme materials, setting up rooms and providing support to facilitators on event days for in person programmes. Also organising and moderating online learning and events and providing support in rolling out of eLearning content.Systems administration: managing course set up and registration processes on the HR system (iTrent). Carrying out system administration activities - e.g. data maintenance, cleansing and testing; system/data checks and fault-finding and resolution, both on iTrent and online learning platforms. Support others using the system - e.g. college staff development coordinators.First port of call for SD queries, primarily via the SD mailbox, providing the highest level of customer service to both our internal and external clients.		

- **Course monitoring and evaluation:** produce programme information and monitoring documentation, including pre course information, course materials, registers, developing and sending online feedback, high level attendance tracking and reporting.
- **Develop learning materials** in partnership with external suppliers/SD team members in particular, in areas such as induction/Welcome Event and other development activities.
- **Support the communication and marketing** of SD activities through the use of the relevant internal systems and social media applications.
- **Organisational change project support:** provide support to SD and UAL change projects to include general administrative support, and coordination of associated events, activities, and communication, working alongside project stakeholders and building relationships to ensure SD provides the highest quality service and project results.
- **Work on People Strategy hub projects** which include OD, Equality, Diversity and Inclusion (EDI) and Policy.
- **Learning Needs Analysis:** in partnership with SD team members, support the annual and ongoing process to identify training and development needs across the University e.g. through monitoring demand and consultation of bespoke learning activities.
- **Contribute to the development of SD processes and procedures** and support the delivery of adhoc projects e.g. the monitoring of consultancy activity.
- **Learning platforms:** work with intranet/internet technology as required.

Business Support duties and Responsibilities

- Dealing effectively with general enquiries by telephone and email from staff and members of the public.
- Receiving visitors and arranging hospitality.
- Organising HR events to include sourcing venues and arranging catering, preparing and circulating relevant documentation and in some cases, attending the event to oversee and/or assist.
- Arranging meetings and taking minutes where required.
- Preparing reports/presentations.
- Checking and processing invoices and monitoring payments via the Aggresso Finance System.
- Providing general administrative cover for Business Support colleagues.

General

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality, diversity and inclusion in your work.

- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- SD Consultants
- Learning Managers (SD)
- Head of SD
- Business Support Manager and Business Support Colleagues
- Culture Hub team members
- HR Senior Management team
- Wider HR colleagues
- Executive board and EAs / PAs
- College Staff Development Coordinators
- Heads of College/Departments
- Directors of College Administration
- Finance

Last updated: 15.05.23

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Educated to A-level or above, with evidence of role-specific continuing professional development.
Relevant Experience	<p>Extensive experience as office administrator, team administrator or similar role.</p> <p>An interest in staff development or previous experience in Learning and Development teams.</p>
Communication Skills	<p>Very good oral and written communication skills, including PowerPoint presentations, basic reports and event information.</p> <p>Excellent interpersonal skills, including the ability to establish positive and effective working relationships with staff and partners at all levels.</p> <p>Appropriate support for confidential HR meetings (agenda preparation and formal minute-taking).</p> <p>Ability to deal with staff sensitively if they are in challenging situations e.g. restructuring or change.</p>
Professional Practice	<p>Budget management with Finance support, including providing budget reports using advanced finance systems (ideally Agresso Business World).</p> <p>Administering recruitment and induction processes for HR colleagues.</p> <p>Continual improvement and monitoring of processes. Sharing information for the benefit of the whole team.</p>
Planning and Managing Resources	<p>Accurate and effective office resource management and administration, including diary management, room booking, travel bookings and itineraries, photocopying, office supplies, and expenses.</p> <p>Uses appropriate levels of digital skills to provide effective support to a team (ideally experience of Microsoft Office, Microsoft 365 including SharePoint).</p> <p>Filing and information management, with an understanding of General Data Protection Regulations.</p> <p>Ability to deal with multiple priorities and requests, calmly with customer service at the core of all actions.</p>
Teamwork	Working in a complex organisation, building effective working relationships across different units.

	<p>Preparing senior managers for meetings and tracking actions to ensure that they are satisfactorily resolved.</p> <p>Working collaboratively with stakeholders, particularly those in SD roles across the University.</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative to resolve problems.</p> <p>Thinks about the bigger picture when solving problems and can justify the approach taken.</p>

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.