Job Description – Training Administrator

About the Role

This role is based within the Strategic Learning team, which forms part of the area of expertise, Talent and Development. As an area of expertise, the team will ensure an expert, high impact service is delivered across its learning priorities. They will administer the provision of a flexible and aspirational learning and development interventions that successfully deliver outcomes aligned to the strategic priorities of the University.

Key Responsibilities

- Contribute to, source and curate a complimentary range of development materials to support the Core Systems Replacement (CSR) Training team, ensuring all materials produced meet the OU standards by liaising with external and internal suppliers/stakeholders.

- Keep online workflow systems up to date and correctly archive all documents and assets to ensure that the operation runs smoothly and efficiently, enabling the easy access and re-use of documents and assets.

- Continual audit of all online materials and resources accountable to the CSR Training team, identifying themes from feedback to improve the customer experience.

- Ensure all learning materials adhere to best practice guidelines and accessibility standards, checking accuracy of content by cross checking of text, graphics and hyperlinks; checking PDF files and transcripts; and testing functionality of websites and software.

- Administrative support for all the events and programmes within the CSR Training team, including the use of the LMS and EnableNow as appropriate.

- Clarify own work priorities and deadlines by proactively checking the CSR Training Team schedule/objectives and communicating with the team to ensure that all agreed deadlines are met including the management of functional mailboxes.

- Proactively keeping own skills up to date in order to meet business needs and technological developments.

- Build effective working relationships with other members of the Talent and Development team, People Services, the CSR Programme, external suppliers and the wider university sharing knowledge, skills, experience and expertise with colleagues to contribute to and share best practice.

- All staff are expected to:
  - Undertake any other duties which may be reasonably required;
  - Take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by your acts or omissions at work;
  - Demonstrate a strong commitment to the principles and practice of equality and diversity.
Skills & Experience

Prioritise work & manage time
Ability to work out what order to do things in, by thinking about which tasks are urgent and how important each task is. Ability to take on other work and feed it into the list of priorities. Deliver against the list to agreed timescales.

Record Management
The ability to create and manage documentation, including storage, retrieval and version control, using methods appropriate to the OU area.

Planning and Organising
Quickly and accurately establishes priorities and executes them despite conflicting agendas and multiple deliverables

Relationship & Stakeholder Management, Knowledge Sharing
Proactively builds and maintains effective relationships that help to increase standards and deliver improved performance and results.

Excellent Communicator
The ability to effectively produce, in an appropriate format, grammatical, well expressed, easily understood informative ideas, explanations or opinions.

Excellent PC skills
Competent user of Microsoft Word, Excel, PowerPoint and Outlook