

## **JOB PROFILE**

<b>POST TITLE:</b>	<b>Learning Support Services Assistant</b>
<b>GRADE:</b>	<b>C</b>
<b>DIRECTORATE:</b>	Enabling Services
<b>RESPONSIBLE TO:</b>	Skills, Planning & Programming Supervisor
<b>LOCATION:</b>	Leek Wootton
<b>JOB PURPOSE:</b>	<b>To maintain an effective and accurate Training Administration System. Provide trainers and senior staff with standard and bespoke reports.</b>

<b>MAIN RESPONSIBILITIES:</b>
1. Work with Trainers, Duties, Staff and Officers at all levels, ensuring requests for training updates, cancellations and skill updates are dealt with within agreed service levels.
2. To update and maintain the Training Administration Database with course availability, delegate bookings and attendance. To update Origin with skills gained / cancelled. To create courses on TAS, create events and add delegates and send Joining Instructions in a timely fashion.
3. To maintain a customer service ethos in the delivery of Learning Support services within agreed service levels and stakeholders are continually updated.
4. To book delegates on to courses and programs in liaison with HR and Duties and external customers such as Universities. Procure and receipt external training and services such as accommodation / travel using various software packages including the forces financial system.
5. To liaise with financial staff, external Police Forces and the College of Policing regarding queries arising from external course bookings and payments.
6. Provide trainers with accurate and timely information regarding course and class room availability, delegate bookings, attendance and non attendance.
To provide effective resilience when requested by L&D Trainers, in relation to Course Administration, storage, and participation in Course Role Play for new Officer training Programs.

7. Administer the NIE program including registration and application process. Use the CoP AIMS Portal to review applications, validate, sift and allocate candidates to correct exams. Ensure candidates requiring reasonable adjustments are processed in line with CoP requirements. Extract and communicate the results to programme manager.	
8. To regularly review joining instructions for accuracy with the trainers and make amendments as required ensuring delegates are notified of changes.	
9. To produce monthly Orbit reports so as to carry out audits of the TAS system to ensure all training data is commensurate. To write and produce Bespoke reports concerned with Training information as requested by senior staff / Trainers.	
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11. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, including cover for colleagues, as required.	
<b>Special Conditions:</b>	Lone Working – potential working from home if necessary.
<b>Security level:</b>	RV

## PERSON SPECIFICATION

### Knowledge:

- Educated to GCSE standard (5 A – C including English Language and Maths)
- Competent in the use of IT, including Microsoft packages or equivalent

### Experience:

- Previous Learning Support Services experience or similar customer facing role in a pressurised office environment
- Experience in the use of databases
- Organisational and prioritisation skills

### Key Skills:

- Proven ability to build effective working relationships and operate as part of a wider team
- Excellent and effective Interpersonal skills
- Ability to operate calmly and professionally under pressure
- To operate with sensitivity and tact and to resolve conflict wisely
- Ability to work on own initiative
- Proven ability to co-ordinate a wide range of tasks and be able to manage

large volumes of work

### **BEHAVIOURS: PRACTITIONER**

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards Level 1 of the CVF.

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