

# Essex Wildlife Trust

## Job Description and Person Specification

**Job title:** Learning and Development Training Assistant

**Location:** Abbotts Hall

**Reports to:** Senior Business Partner – Learning and Development



### Job Purpose

Essex Wildlife Trust is the county's leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. By 2030, we aim to protect and connect 30% of land and sea and inspire 1 in 4 people in Essex to take action for wildlife. The People and Culture team play a key role in this by supporting the people who work and volunteer for the Trust.

This role will provide learning & development (L&D) and training administrative support to the Trust. Working closely with the L&D Senior Business Partner, the role will support and engage with managers, staff and volunteers across the Trust, to provide an efficient and effective administrative support service. This post will also play a key role in supporting the L&D Senior Business Partner to embed a strong culture of learning and development at the Trust.

You will also work collaboratively with the wider People & Culture team to provide a comprehensive corporate support service to the Trust.

### Key Tasks

- Overseeing administration and support of the Trusts' mandatory and non-mandatory training, and L&D activities for staff and volunteers. Being the first point of contact for all training queries.
- Updating records and systems with new starters and leavers, ensuring all training records across the Trust are kept up to date.
- Liaising with line managers and volunteer managers in relation to training requirements, for new starters and refresher training.
- Collate training needs and maintain a training spreadsheet/matrix for regular audits.
- Efficiently manage cost effective training, considering a range of delivery methods in sites across Essex, utilising existing resources.
- Schedule training sessions, book external providers and rooms, manage staff bookings, provide joining instructions, provide attendance list to trainers, ensure sign-in sheets are completed, kept and logged for each training course.
- Raise purchase orders and process invoices for external training providers for approved and budgeted training.
- Set up and set down in-house training days and L&D events, such as our corporate induction day, and meet and greet external trainers.
- Record attendance, maintain effective liaison with all line managers and volunteer managers to ensure compliance with attendance requirements and follow up non-attendance.
- Send evaluations forms, record and review results for quality monitoring purposes to ensure high quality and effectiveness.
- Monitor the Training inbox, respond in an efficient and timely manner.
- Review and update the Trusts intranet site with resources available for staff on our learning hub.
- Produce quarterly metrics for reporting on Key Performance Indicators, with other regular reports to the L&D Business Partner on the Trusts compliance records and evaluations.
- Keep budgets spreadsheet up to date throughout the year with committed and forecast spends.

- Support the wider People & Culture team to ensure the provision of reception support service, to ensure strong cultural engagement with staff and visitors, either in person, via telephone or through email, answering queries appropriately and signposting accurately and efficiently.
- Take meeting minutes when required.
- Work effectively with colleagues across the Trust and demonstrate the values of being Impactful, Collaborative, United and Proactive.
- Undertake any other duties assigned by the L&D Business Partner that are deemed to be within the scope of the role and the contract of employment.

### **Knowledge and Skills**

1. L&D or prior administrative experience.
2. General administrative experience to include note taking, letter writing, email formulation, copying, scanning and filing (electronically).
3. Competent user of MS Office (Word, Excel, PowerPoint, Teams and SharePoint).
4. Confident entering, managing and reporting on data to track metrics and outcomes using online platforms and spreadsheets.
5. Ability to compile, interpret and present reports on training completion rates, feedback scores, and training impact.
6. Good verbal and written communication skills with strong attention to detail, high levels of accuracy, and the ability to build positive relationships with and influence a range of stakeholders.
7. Organisational skills and good time management skills
8. Able to manage multiple projects.
9. Has the desire to provide a fantastic service to the team and the organisation and the ability to proactively make suggestions for process improvement where appropriate.
10. Ability to work under own initiative and to work as part of a team with a solution based focus.
11. Honesty, integrity and ability to maintain confidentiality, discretion and professional working relationships at all times.
12. Someone who embodies and works to achieve the Trust's values.
13. Demonstrable commitment to equality, diversity and inclusion both personally and professionally.
14. Has a strong commitment to conservation and wildlife.

### **Additional Information**

- The role may entail some evening and weekend working.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Essex.
- The role requires the ability to drive, including a full driving licence and use of a vehicle, though pool vehicles may sometimes be available.
- The role is based at Great Wigborough, Essex, but requires regular travel across the county and beyond, with mileage paid for additional travel.

### **Disability Confident Statement**

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.