

## Job Description

<b>A Post Details</b>	
Job Title: L&D Administrator	Grade: A005
Department: <b>Learning and Development</b>	Division: A
Reports to: L&D Service centre manager	Contract Type: <b>Permanent</b>
Level of Vetting: <b>Management Vetting</b>	Numbers in Post: 4
Welsh language required <b>No</b>	
<b>B Purpose of the Post</b>	
The post exists to provide administration support for the learning and development department as part of the central L&D administration function within the Learning & Development Business Centre	
<b>C Dimensions of the Post</b>	
Financial – Direct or Non Direct: None Staff Responsibilities: None	
<b>D Principal Accountabilities</b>	
<ul style="list-style-type: none"> <li>• Administer all training course bookings, including all necessary arrangements related to delegates, resources and facilities.</li> <li>• Act as lead administrator for one specific faculty whilst also providing support and resilience for other areas as needed.</li> <li>• Set up training planners as required by delivery teams Liaise with internal stakeholders such as</li> <li>• FRPU to ensure the required target audience are booked onto the necessary courses</li> <li>• Provide first line support for all internal training queries received at the Business Centre via email or telephone</li> <li>• Provide reception coverage on the front desk at the Force Training Centre, Holloway Road, as and when required.</li> <li>• Maintain detailed records of all training in compliance with internal and external requirements, updating systems as required</li> <li>• Provide reports as requested</li> <li>• Co-ordinate internal and external examinations e.g. promotions</li> <li>• Co-ordinate with external suppliers and internal stakeholders to book courses</li> <li>• Co-ordinate training inputs from internal and external stakeholders</li> </ul>	
<b>E Decision Making</b>	
The post holder will work under the supervision of the L&D Service Centre Manager. Their decision making will predominantly be limited to prioritising their own workload.	

<p><b>F Contact with Others</b></p> <p><b>Internal:</b> The role will involve frequent contact with Officers and staff across BTP, via email, Teams and phone, for the purpose of dealing with training course bookings and queries</p> <p><b>External:</b> The role will involve contact with external training facilities and trainers for the purpose of organising training courses</p>
<p><b>G Essential Criteria</b></p>
<p>Qualifications and Training:</p> <ul style="list-style-type: none"> <li>GCSE's – including Math and English or equivalent experience</li> </ul>
<p>Experience:</p> <ul style="list-style-type: none"> <li>Previous administration experience</li> <li>Experience of working in a Call Centre as a Call Handler/Advisor/Administrator</li> </ul>
<p>Skills:</p> <ul style="list-style-type: none"> <li>Good communication skills</li> <li>Good team working skills</li> <li>Ability to use Microsoft Office products – Word, Excel and PowerPoint, Teams</li> </ul>
<p>Knowledge:</p> <ul style="list-style-type: none"> <li>Knowledge of administration required to co-ordinate training courses</li> </ul>
<p>Desirable criteria:</p> <p>Experience of working in an operational or L&amp;D role within a police environment</p>
<p><b>H Additional Information</b></p> <p>None</p>
<p><b>For Panel to complete only:</b>  <b>Panel Approval:</b> Pauline Okirie  <b>Date:</b>14/10/2025</p>