Job Summary

The Training, Education & Development (TED) Apprentice will provide administrative support to the TED Team while developing their knowledge, skills and experience in training, education, development and Human Resources.

This is a learning and development role, and the post-holder will receive guidance and support from the TED Team while working towards their apprenticeship qualification. The role will provide the opportunity to gain practical experience of working within a busy healthcare organisation and develop a broad range of administrative, communication and organisational skills.

The post-holder will support the TED Team with the organisation and administration of learning and development activities, helping to ensure colleagues can access the training they need to carry out their roles safely and effectively.

The successful candidate will be enthusiastic, organised and willing to learn. They will have a positive approach to customer service, be able to communicate effectively with colleagues and demonstrate an interest in developing a career in Human Resources, Learning and Development or administration.

Key Duties I Accountabilities

With support and guidance from the TED Team, the apprentice will:

- Monitor the TED inbox and respond to routine enquiries, escalating queries where appropriate.
- Provide general administrative support to the TED Team.
- Assist with processing applications for training and development opportunities.
- Help arrange training sessions, including booking rooms, trainers, facilities and equipment
- Assist with communicating course information to trainers, learners, managers and external suppliers.

- Provide a helpful and professional first point of contact for routine TED enquiries.
- Assist with maintaining the TED annual training calendar.
- Support the organisation and administration of internal and external learning events.
- Help monitor staff attendance at training and maintain accurate training records.
- Assist with entering and updating information on TED and HR systems and databases.
- Support the preparation of routine reports and information on training activity.
- Help prepare learning materials and resources for training sessions.
- Assist with maintaining accurate records of TED activity in line with organisational procedures.
- Support the collection and collation of training evaluation and feedback.
- Assist the TED Team with the administration of mandatory and other learning requirements.
- Support the wider TED and HR teams with general administrative tasks when required.
- Develop an understanding of how learning and development supports colleagues, patient care and the wider organisation.
- Take responsibility for completing apprenticeship learning, attending required study sessions and applying learning within the workplace.
- Work with the TED Team to identify opportunities to develop skills and knowledge throughout the apprenticeship.
- Undertake other appropriate duties and learning opportunities as required and within the scope of the apprenticeship.

Learning and Development

As an apprentice, the post-holder will be supported to:

- Develop practical administration skills within a healthcare environment.
- Develop confidence using Microsoft Office and organisational systems.
- Gain an understanding of Learning and Development and Human Resources.
- Develop professional communication and customer service skills.
- Learn how training and development is planned, delivered and evaluated.
- Develop an understanding of confidentiality, data protection and information governance.
- Build confidence in organising and prioritising work.

- Develop problem-solving and team-working skills.
- Complete the relevant apprenticeship qualification and associated learning activities.
- Participate in regular reviews with their manager and apprenticeship provider.

The apprentice will not be expected to have extensive previous experience. The role is designed to provide an opportunity to learn and develop these skills with appropriate supervision and support.

Key Accountabilities

The post-holder will:

- Provide friendly, professional and timely administrative support to the TED Team.
- Complete allocated tasks accurately and within agreed timescales.
- Maintain confidentiality when handling colleague and organisational information.
- Ask for support when unsure and escalate issues appropriately.
- Take an active role in their own learning and development.
- Work positively as part of the TED and wider HR team.
- Demonstrate Horder Healthcare's values and commitment to providing excellent support to colleagues and patients.

About You

Key Knowledge, Skills and Experience

Essential

- A willingness and enthusiasm to learn and develop.
- Good communication skills, both written and verbal.

- A positive and helpful approach to customer service.
- Good organisational skills and an ability to prioritise tasks with support.
- Basic IT skills and willingness to develop proficiency in Microsoft Office.
- An ability to work accurately and pay attention to detail.
- An ability to work as part of a team.
- An ability to follow instructions and organisational procedures.
- An understanding of the importance of confidentiality.
- A positive attitude and willingness to take responsibility for personal learning and development.

Desirable

- Some previous administration or office experience.
- An interest in Human Resources, Learning and Development or healthcare.
- Some experience of using Microsoft Office.
- Experience of working with databases or computerised systems.
- An understanding of the importance of data protection and confidentiality.
- Previous experience of working in a customer-facing environment.

Previous experience of working in Learning and Development or HR is not required, as training and support will be provided.

People Managers

This role does not have direct line management responsibility.

The post-holder will work collaboratively with colleagues across the organisation and will seek appropriate support and guidance from their manager when required.

Review

Whilst this role brief outlines the main duties of the role at the date of issue, the post-holder may be required to undertake additional appropriate tasks as requested by their manager or senior colleagues.

As this is an apprenticeship role, the duties and learning opportunities may develop as the post-holder gains skills, knowledge and confidence. The role will be reviewed periodically in line with the changing needs of Horder Healthcare and the requirements of the apprenticeship

Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.

Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we 'll discuss with you first.

I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.

Employee Name: ……..

Employee Signature: ……

Date: ……