

Please note: This role is pending review at Resourcing Forum on 23.01.2025.

Job Description
NHS Professionals Ltd

Job Title	Academy Implementations and StatMand Training Co-Ordinator
Grade	L1
Location	Remote/Hemel Hempstead

Role

The Implementations and StatMand Training Coordinator will provide administrative and project support to the NHSP’s Training Academy. This role involves representing the Academy in new Trust Implementation meetings. They will obtain, analyse and oversee the update of new bank member statutory and mandatory training records into our systems. They will work with a service desk team and ensure training records and related training information is processed accurately and efficiently.

This role involves administrative tasks, project coordination, and supporting the smooth delivery of Academy activities.

Responsibilities:

1. **Assist implementation projects with the review of statutory and mandatory training data:**
 - Assist in the collection, analysis, and review of training data as part of new Trust implementations.
 - Collaborate with internal and external stakeholders to ensure that training data is accurately updated and aligns with the NHSP core statutory and mandatory training matrix and can support with any further Trust training requirements.
 - Identify areas for improvement in training data management processes and make recommendations for enhancements.
2. **Support service desk operations:**
 - Support and advise the service desk team, ensuring high-quality support and efficiencies in replying to bank member statutory and mandatory training queries.
 - Act as the primary point of contact for service desk issues, providing guidance and support to team members.
 - Monitor service desk performance metrics and implement strategies for continuous improvement.
 - Handle enquiries and provide information to stakeholders regarding training requirements.
3. **Process efficiency and Academy team support:**
 - Develop and refine processes to improve the efficiency of evidencing training records for learners.

- Ensure compliance with NHSPs statutory and mandatory training offer by maintaining training records and compliance documentation.
- Provide administrative support to the academy team, including managing correspondence, scheduling meetings, and maintaining records.
- Undertake any other duties as required to support the smooth running of the academy.

Accountabilities

- To be a team player with strong analytical skills.
- To ensure all tasks and responsibilities follow reasonable management instructions.
- To be able to understand and focus on the business ethos.
- Ensure timely and efficient support to the academy team.
- Collaborate effectively with stakeholders to achieve project objectives.
- Ensure compliance with organisational policies and procedures.
- Maintain confidentiality and adhere to organisational policies and procedures.

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**
To act in accordance with NHS Professionals' Equality and Diversity Policy - this is designed to prevent discrimination of any kind.
- **Health and Safety**
Ensure that all duties are carried out in line with NHS Professionals' Health and Safety Policy.
- **Corporate Image**
Always adopt a professional image.
- **Risk Management**
Responsibility for reporting complaints, incidents and near misses.
Responsibility for attending health and safety training as required.
Responsibility for assisting in risk assessments.
- **Scheme of Delegation**
To comply with the Scheme of Delegation - this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

Note:

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

PERSON SPECIFICATION

Criteria:	ESSENTIAL (When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)	HOW IDENTIFIED A / C / I / P / R / T	DESIRABLE (When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed)	HOW IDENTIFIED A / C / I / P / R / T
Qualifications and Knowledge:	<ul style="list-style-type: none"> GCSE Maths and English at Grade C or above / or equivalent qualification. 	A	<ul style="list-style-type: none"> Evidence of Customer Service Skills training. Strong knowledge of Microsoft Excel. 	A
Experience:	<ul style="list-style-type: none"> Proficient with use of Microsoft Office Applications including excel, word and database applications. Experience of handling complex client's issues daily. Experience in interrupting complex data and presenting complex data. Strong project management skills. 	A/I/T	<ul style="list-style-type: none"> Experience of providing an administrative. support in a training or learning environment. Complaint handling and conflict management. Customer Service Training qualification or equivalent. 	A/I
Communication and People Skills:	<ul style="list-style-type: none"> Ability to communicate effectively in writing, face to face and over the telephone with a wide range of clients and customers. Ability to manage a demanding workload according to tight timescales. Well-developed analytical skills including problem solving. Able to build rapport and relationships quickly and successfully. Calm personality, punctual and reliable. 	A/I/R	<ul style="list-style-type: none"> Demonstrate clear commitment to the team approach Respecting Diversity Seeks to develop an understanding of different groups and individuals and ensures equitable and appropriate treatment for all Experience of providing ongoing support to new staff members Communicating in writing Conveys written information clearly and 	

	<ul style="list-style-type: none"> • Determined, professional approach. • Self-motivated team player with good Interpersonal skills. • Passionate about customer satisfaction and leads by example, focusing on operational and commercial excellence. • Positive attitude to change & has personal resilience. • Able to work in a fast paced and target driven environment. • Ability to remain calm under pressure. 		<p>accurately to a wide range of recipients.</p> <ul style="list-style-type: none"> • Communicating confidently and conveys clear messages. 	
Organisational Skills	<ul style="list-style-type: none"> • Excellent attention to detail. • Excellent time management. • Able to demonstrate a sensitive approach when dealing with complaints. • Able to multitask and able to work on multiple systems at once. 	A/I/R		
Specialist Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge of e-learning and Learning Management system functionality. • Demonstrate an understanding of the importance of Statutory and Mandatory training provision. • Maintain confidentiality always in respect of the Data Protection Act (1998) and GDPR • Able to embrace culture of continuous change and improvement. 	A/I/R	<ul style="list-style-type: none"> • Demonstrate an understanding of the importance of training provision. 	

	<ul style="list-style-type: none"> • Strong ability to display data through Excel & PowerPoint. 			
Physical Skills:	<ul style="list-style-type: none"> • Must pass pre-employment health assessment. • Excellent time management skills. 	P		
Equality:	<ul style="list-style-type: none"> • Candidates should indicate an acceptance of and commitment to the principles underlying NHSP's Equality and Diversity and Health and Safety Policies. 	I		

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation