

STEWARTS

Job description

Job title:	Learning and Development Administrator
Reporting to:	Senior Learning and Development Executive
Department:	Learning and Development
Purpose of role:	The role supports the L&D team to successfully implement and manage the learning and development strategy. To support the coordination of all internal training, support with all administrative tasks, update and maintain learning records and the firm's intranet.
Hours:	Permanent, full-time. Monday to Friday
Reviewed:	May 2025

Job responsibilities:

- Co-ordinate and schedule a busy diary of training events. This includes ensuring that training rooms are reserved, configured appropriately and that technology (both physical and Zoom/Teams), equipment, catering and training materials are available.
- Liaise and correspond with external training suppliers for L&D administrative requirements, e.g. confirmation letters and non-disclosure agreements.
- Liaise with key internal and external stakeholders to ensure the smooth running of training events. This includes, meeting speakers and all other related administration, e.g. sending reminders of training events and requesting and distributing training materials.
- Provide post-training administrative support such as creating and summarising feedback forms and other feedback tools, collating and typing actions from training events and undertaking post-training correspondence with training providers.
- Support the L&D team with internal administrative tasks, e.g. general diary management, travel arrangements, processing expenses, maintaining spreadsheets, collating information for reports and assisting with the creation of digital materials.
- Use the firm's intranet to add, publicise events and maintain our on-demand library and training record. Assist with uploading Quick Reference Guides (QRGs), uploading, editing and embedding videos, adding widgets etc.
- Help to ensure that the firm meets its risk and compliance obligations.
- Work closely with the other Business Services teams to provide L&D admin support for various projects and initiatives as necessary.
- Electronic file management, ensuring filing is up to date and correct and that information is easily accessible.
- Maintain contact records for all training suppliers within the firm's CRM system.

- Draft correspondence, documentation, notes, reports, forms, minutes, spreadsheets, slides etc.

Job skills:

Necessary:

- Strong administrative skills.
- Strong IT skills including using Zoom/Teams, Microsoft Excel, Outlook, PowerPoint and Word.
- Demonstrates excellent communication and interpersonal skills (respectful, positive, articulate, professional and empathetic).
- Well organised, uses initiative, prioritises appropriately, proactive, shows strong attention to detail and meets deadlines.
- Events coordination skills.

Desirable:

- Experience with using an Intranet, Vimeo (or other video editing software) and/or a LMS.

General skills:

- Delivers services with a “can do” and when necessary a “hands on” approach.
- Shows commitment, passion and enthusiasm.
- Is a respectful, reliable and supportive team player.
- Reflects the firm’s culture and represents the firm appropriately.