



## WELD Assistant

### Job Summary

The WELD Assistant provides professional, proactive and effective learning and development (L&D) support to our workforce and the Workforce, Education, Learning and Development (WELD) team.

### Main duties and responsibilities

#### Administrative Support

1. Act as the first point of contact for the WELD team, managing the education email inbox and resolving routine matters and queries, highlighting urgent items and escalating where necessary to the relevant people.
2. Meet and greet students and visiting trainers.
3. Produce course materials for training events, editing and formatting content in line with brand guidelines. Prepare learner and facilitator packs based on materials lists.
4. Assist with the marketing and publicity of training; liaise with the Communications team to raise awareness of events, produce posters and maintain education and development boards.
5. Order and maintain stock of education and development supplies, ensuring compliance with purchasing and finance procedures.

6. Prepare training rooms, ensuring all equipment is available and working and training rooms are left tidy after events.
7. Provide general administrative support to the WELD team including printing, photocopying, scanning and filing.
8. Maintain the Hospice's Learning Management System including starters, changes and leavers processes and uploading registers/ attendance at training.
9. Support the WELD Adviser to maintain and report on mandatory training compliance requirements.
10. Maintain filing and archiving systems, including disposal of training records in line with policy and practice.
11. Attend WELD team meetings to review progress against work plans, compile meeting minutes and update action logs.
12. Provide support as required for the wider People team (HR and Volunteers teams).

#### Other

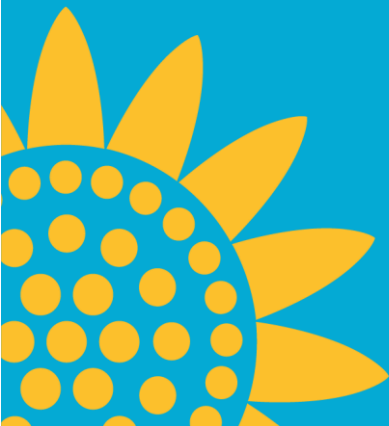
1. Attend all mandatory training or courses.
2. Attend any meetings, training or developments required by the Hospice.



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3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Live and work in line with the Hospice's vision, mission and values.
8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
10. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

*This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.*





**WELD  
Assistant**

## Person Specification

Requirement	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Functional Skills Level 2 in Maths and English or GCSE in Maths and English at grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Business Admin Level 3 or CIPD Level 3 (or equivalent experience)</li> </ul>
<b>Experience &amp; Skills</b>	<ul style="list-style-type: none"> <li>Experience of working as a team</li> <li>Knowledge of confidentiality</li> <li>Effective administration and organisational skills with the ability to prioritise workload</li> <li>Ability to work in a multi-task environment and meet deadlines under pressure</li> <li>Ability to work accurately with strong attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Experience working in a learning and development environment or a customer facing administrative role</li> <li>Experience of learning management systems and/or collating data and statistical information from a management information system</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Excellent verbal &amp; written communication skills</li> </ul>	
<b>Personal</b>	<ul style="list-style-type: none"> <li>Ability to develop and maintain effective working relationships with a variety of people</li> <li>Flexible and adaptable to meet the changing needs of the service</li> </ul>	
<b>IT</b>	<ul style="list-style-type: none"> <li>Proficient in Microsoft applications (Word, Excel, PowerPoint, Outlook)</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>Be prepared to assist with Hospice fundraising activities</li> </ul>	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview

