

Job Description

Job Title:	Learning and Development Assistant – Client Services
Reports to:	Business Psychologist
Works with:	Chief Executive, Practice Manager, Assistant Business Psychologists, Bookkeeper and Company Secretary
Holidays:	30 days + birthday day off
Salary:	£21-22,000 (depending on experience)
Work pattern:	Full time, 37.5 hours per week (flexible working considered)
Location:	Whitefield, Greater Manchester (office based)

General Description of Duties:

- Support and be an integral part of this values based close knit team who pride themselves on delivering excellent occupational psychology services to their clients
- Handles client communications focused on outstanding customer care through personalised approach
- Provides an efficient and effective admin support to client projects

Client Services

- To be first point of contact on behalf of the Impact team e.g., answering phones and monitoring the office emails
- Take and forward accurate messages in a timely manner
- Be aware and able to provide information for coaching interventions, contracts, etc.
- Update and manage our project management system (i.e. Monday.com)
- Generate files for projects (electronic or hardcopy)

Administrative Assistance

- Supporting the diary management and ensuring Chief Executive/associated team members are briefed and ready for meetings and appointments (identify dates for consultancy delivery, preparation and client/associates' meetings or calls)
- Typing of confidential correspondence, reports, training materials and minutes of meetings promptly and accurately from hard copy
- Establish and maintain effective manual and electronic bring forward, follow-up and filing systems for the team
- To take control and responsibility for arranging and servicing meetings, including note taking in meetings, agreeing the agenda with the team, preparation/distribution of relevant information etc.
- Support the team with proof reading reports and material
- Managing Impact's Content Library and ensuring that valuable resources are saved in an accessible way
- To administer arrangements for events, including the creation of orders, issuing of joining instructions, pre-course literature, room/audio-visual facilities, catering, room set up, etc.
- To support colleagues in the preparation of materials for learning and development activity
- Provide workshop technical support when required i.e., managing teams/zoom whilst consultants deliver workshops

- Produce and maintain accurate records of workshop activity in compliance with procedures
- Set up psychometric tests and be proactive about deadlines. Support Assessment and Development Centres as required.

Marketing

- Overseeing Impact's Twitter and LinkedIn accounts, ensuring these are updated on a regular basis
- Support the production of the monthly newsletter
- Research marketing events and opportunities for the Impact team

Person Specification

Qualifications:

- Minimum of A level education
- CIPD Level 3 Qualification in L&D/HR (desirable)
- Degree or equivalent (desirable)

Experience of:

- Minimum of 1-year relevant work experience (essential)
- A busy office environment (appointment making, diary management)
- Using office administration systems or HR/L&D systems
- Experience of working in a consulting or Human Resources/Learning and Development setting (desirable)

Skills:

- Computer literate, with a good knowledge of Microsoft packages inc. Teams, Conference Calls, Word, Power Point, Outlook, Excel, zoom
- Written and verbal communication, having a good command of the English language, including grammar and punctuation
- Creating rapport with clients and excellent customer skills
- Exceptional planning and organising skills; able to demonstrate how you think ahead and use initiative
- A genuine collaborative approach
- Excellent attention to detail and accurate data entry skills, taking pride in completing routine tasks
- Managing and prioritising conflicting deadlines
- Work effectively under pressure while remaining calm and professional
- An interest and enthusiasm for learning and development with a desire to help people learn and grow
- Proactive and can-do attitude

Values and approach

- Motivation for excellence

- Diversity and inclusion
- Integrity
- Respect for confidentiality
- Collaborative working

Requirements:

Please note we operate a non-smoker policy.
This role is mainly office based.