



Learning and Development Officer – Blackrock, Co. Dublin

The Alzheimer Society of Ireland works across the country in the heart of local communities providing dementia specific services and supports and advocating for the rights and needs of all people living with dementia and their carers.

Our vision is an Ireland where no one goes through dementia alone and where policies and services respond appropriately to the person with dementia and their carers, at the times they need support.

A national non-profit organisation, The Alzheimer Society of Ireland is person centred, rights-based and grassroots led with the voice of the person with dementia and their carer at its core.

We are recruiting a **Learning and Development Officer** to be based in our **National Office, Temple Road, Blackrock, Co. Dublin**.

The Learning and Development Administrator is a key member of the L&D Team.

The purpose of the post is to support the organisation and delivery of training courses. The L&D administrator will coordinate the dataflow into the L&D Department and provide a variety of administrative duties.

To be successful in this role you will need to be highly proficient in Microsoft Office Packages (Word, Excel, Powerpoint), and have previous experience in a busy work environment.

You will need excellent communication and interpersonal skills, excellent organisational and prioritisation skills, excellent accuracy and attention to detail, have a conscientious and proactive approach to work, have the ability to understand and respect the need for confidentiality and possess the skills and be able to work on your own initiative as well as part of a team.

This contract is a permanent contract, working **35 hours per week**.

If you are interested in applying for this post, please submit a full and up-to-date CV and covering letter explaining why you feel you could undertake this role and send it to **recruit@alzheimier.ie**

Queries about the role may be directed to the HR Department by contacting **recruit@alzheimier.ie**.

Closing date for applications is: **5pm Friday 19th July 2024**.

The Alzheimer Society of Ireland is an Equal Opportunities Employer.



JOB DESCRIPTION & PERSON SPECIFICATION

Learning and Development Officer

Purpose of Position:

The Learning and Development Officer is a key member of the L&D Team.

The purpose of the post is to support the organisation and delivery of training courses. The L&D Officer will coordinate the dataflow into the L&D office and provide a variety of administrative duties.

Main Duties and Responsibilities:

Organising training events

- Create reports from Salesforce to ascertain demand for courses by type and location
- Set up appropriate learning and development events and courses and assist in publicising these events and courses.
- Assist in sourcing and delivery of appropriate training and training equipment
- Organise the processing and distribution of training certs for courses organised by ASI
- Liaising with external suppliers to arrange training courses for internal staff

General Administration Support

- Manage incoming calls and emails promptly and disseminate to relevant people and/or respond as needed.
- Photocopying/printing training materials as required
- Answering general queries over the phone and email
- Drafting and sending correspondence to training course participants via post and email
- Assisting in the ordering of stationary supplies/ training equipment
- Maintaining stock of handouts and paperwork for various courses
- Ordering course materials from suppliers as necessary

Training Data

- Responsible for the L&D training systems, ensuring all data received is kept up to date on Salesforce, Moodle and other relevant platforms.
- Control the building and establishment of the L&D system, looking at improvements and efficiencies.
- Update, maintain and audit the L &D record system to a high standard.



- Create training event records on Salesforce and monitor participant enrollment and attendance.

Monitoring Data Reports from Salesforce

- Create and disseminate weekly and monthly training reports to Internal Managers both in National Office and in Nationwide Services.
- Devise suitable report templates in conjunction with IT Department and as directed by line manager
- Create and populate reports through Microsoft Platform and disseminate through Sharepoint based on Salesforce data.

Moodle Learning Management System

- Create new user accounts on Moodle, for example by using Bulk Upload feature
- Run user and course reports from Moodle
- Create new courses in Moodle
- Provide technical support at video conferencing meetings

Meta Compliance Learning Platform

- Liaise with IT department on staff enrollment and update/maintain staff lists on Meta
- Run user and course reports from Meta
- Create new courses in Meta

Project Work

- To undertake project work from time to time as decided by line manager
- To carry out any other duties that may be assigned from time-to-time.

The above statements are intended to describe the general nature and level of work required for this position. They are not intended to be an exhaustive list of all responsibilities and activities required. The holder of this position is required to respond with a flexible approach when tasks arise which are not specifically covered in this job description.

PERSON SPECIFICATION:

Required Knowledge / Experience:

- Minimum of 2 years' experience working in an administration role
- Ability to multitask and experience of working in a busy and varied role where the ability to prioritise workload is essential.
- Experience of using databases is desirable.
- Experience of working with Microsoft Office packages.
- Experience working in a Learning and Development Role desirable.
- Experience of using Learning Management Systems desirable.

Skills/Competencies:



- Very strong Interpersonal skills.
- Excellent verbal and written communication skills.
- Very good attention to detail, in particular accuracy in written work.
- Results focused, with strong organisational skills.
- Excellent IT skills
- Excellent keyboard skills for fast and accurate data entry
- Warm and empathetic phone manner for dealing with staff, clients and external suppliers

Key Relationships

Internal

- L&D Department
- HR Department
- Local ASI service managers
- Regional Operations Managers and Administrators

External

- Agencies, suppliers and training providers
- External training and development contacts
- Local community contacts

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