

Role Title	Advisor – Talent and Development or Apprenticeship				
Job Family	Human Resources	Sub Category	Human Resources	Grade	B3
Behaviours	<ul style="list-style-type: none"> Working Together Managing a Quality Service Delivering at Pace 				
Purpose	Coordinate and advice on projects and activities in learning and development or apprenticeship management.				



FCDO Services

Key Accountabilities

- Coordinate projects, campaigns and activities to support the delivery of services within function, for example, issuing invites to internal and external participants, candidates, delegates or facilitators, booking meeting rooms, venues, resources such as refreshments or equipment, and issuing pre-attendance information or pre-work to delegates, candidates and deliverers of services;
- Monitor activities and maintain accurate records and databases, including tracking relevant financial records and collating feedback as required;
- Provide Management Information as required, manipulating and formatting data as required;
- Provide advice to users of services, including managers at various levels of seniority;
- Maintain knowledge of relevant regulations and FCDO Services policies and processes;
- Contribute to improvement of services and implementing updates and changes;
- If relevant in role: Recruit, direct, engage, performance manage, coach and develop team members to drive high performance

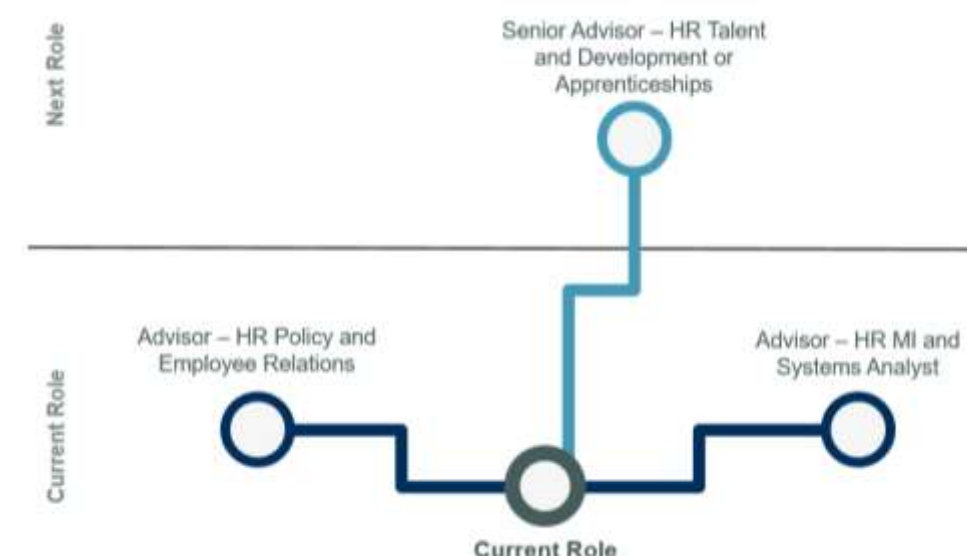
Authority and Scope

- Ensure workload is effectively prioritised and managed, all relevant policies and processes are followed and SLAs are met;
- Maintain records and data in relevant databases, ensure data integrity and accurate reporting;
- If required in role: Responsible for performance of 1 direct report, ensuring all policies and processes are followed

Internal and External Communications

- Interact with staff and managers across the organisation to respond to enquiries, provide information and raise awareness of activities within function;
- Collaborate with Business Partners to deliver relevant services;
- Interact with external providers of goods and services related to services delivered

Potential Next Career Moves



Skills

- Service reporting;
- Analyse, interrogate and evaluate data;
- Customer/Supplier Relationships management;
- Administrative/secretariat services;
- Planning and organising;
- Interpret professional/technical documents;
- Specialist software systems and tools;
- Apprenticeship Schemes

Qualifications, Knowledge and Experience

Essential

- Administrative experience including recording and managing data including basic finances;
- Experience managing small projects;
- Experience in a customer-facing role;
- Communicate effectively with a range of people;
- Able to manage own workload;
- Advanced knowledge of Microsoft Excel

Desirable

- Previous experience working in a related function;
- Knowledge of relevant legislation e.g. employment law, data protection regulations;
- Understanding of civil service FCDO Services policies and controls