

st elizabeth hospice

Job title:	Workforce Development Administrator
Reports to:	Workforce Development Lead
Based at:	Hospice, Ipswich

Job summary:

To support the coordination and delivery of workforce learning and development activity across the hospice, helping ensure our people have access to the learning, support, and development they need to thrive.

This role plays a key part in supporting workforce initiatives, learning activity, and systems by helping keep them organised, effectively communicated, and appropriately tracked. In doing so, the role contributes to creating a positive, consistent, and inclusive learning experience across the organisation.

Key responsibilities:

Programme & Training Coordination

- Coordinate learning sessions, leadership programs, hospice-wide induction and workforce initiatives
- Manage bookings, attendance, waiting lists and cancellations
- Send joining instructions, reminders and follow-up communications
- Help ensure workforce development activity runs smoothly through effective coordination and organisation

Training Systems & Administration Support

- Provide administrative coordination and support across workforce development systems and activity across the hospice
- Support apprenticeships including tracking, communication and record management
- Support learning and training systems administration, tracking and reporting (e.g. Bluestream LMS and related systems)
- Coordinate training bookings, attendance and learner communications
- Support coordination and administration of training activity across clinical and non-clinical services, working collaboratively with Education and other relevant teams and stakeholders to support a consistent learning experience across the hospice
- Provide administrative support for student placements
- Data, Tracking & Insight. Produce & Maintain tracking systems, for learning, attendance and compliance, Support collection of feedback, Produce clear and accessible reports, summaries, and insights to support workforce development activity, service improvement, and decision-making

Communication & Project Support

- Act as a point of contact for workforce development queries
- Support workforce development projects and action tracking
- Communicate clearly and professionally with stakeholders

Responsibilities for all staff:

- Act as a positive brand ambassador for St Elizabeth Hospice and to uphold hospice values at all times.
- Where the postholder is a member of a professional body, conform to the professional standards set by that body. Ensure registration is current and practice continuous professional development.
- Because of the special nature of the hospice and its work, the postholder may on occasion be asked to undertake other duties to help maintain our high standards of care and engagement.

Safeguarding responsibilities:

- To demonstrate a commitment to keeping adults and young people safe
- To report any disclosure made to you to the appropriate person
- To report any safeguarding concerns in the workplace to the appropriate person
- To maintain an awareness of the hospice's policies in relation to safeguarding

This job description is not necessarily exhaustive and may be subject to review by the line manager in conjunction with the postholder.

Person specification:

Requirement	Essential	Desirable
Qualifications & training	<ul style="list-style-type: none">• Good standard of education including English and Maths (or equivalent)• Competent in Microsoft Office and digital systems• Willingness to undertake relevant training and development	<ul style="list-style-type: none">• Qualification or training in administration, business support, learning, or workforce development
Knowledge & experience	<ul style="list-style-type: none">• Experience providing administration or coordination support within a busy environment• Experience managing multiple priorities and maintaining accurate records• Experience using databases, tracking systems, or reporting tools• Experience working collaboratively across teams and departments	<ul style="list-style-type: none">• Experience supporting learning, training, workforce development, or people-focused activity• Experience supporting projects, initiatives, or service improvement activity

<p>Specific skills</p>	<ul style="list-style-type: none"> • Strong organisational skills and attention to detail • Ability to prioritise workloads and work independently • Strong IT and administrative skills • Ability to maintain accurate tracking systems and records • Ability to adapt to changing priorities and ways of working 	<ul style="list-style-type: none"> • Ability to produce clear reports, summaries, and workforce data insights
<p>Communication skills</p>	<ul style="list-style-type: none"> • Clear and professional written and verbal communication skills • Ability to build positive working relationships with colleagues and stakeholders • Ability to communicate confidently with people at all levels across the hospice • Ability to manage queries in a professional, supportive, and solution-focused manner 	
<p>Personal qualities</p>	<ul style="list-style-type: none"> • Curious, adaptable, and open-minded, with a willingness to embrace change, challenge thinking positively, and contribute to continuous improvement • Positive, proactive, and collaborative approach • Resilient and able to remain calm under pressure • Commitment to inclusion, teamwork, and positive working relationships • Flexible approach with a willingness to support evolving workforce development activity 	