Workforce Administrator

Directly responsible to: Head of Workforce
Location: Loughborough or remote
Department: Workforce
Grade: C1
Salary: £27,050

About Activity Alliance

Activity Alliance is the leading voice for disabled people in sport and activity. Established in 1998 as a national charity, we were previously known as the English Federation of Disability Sport. Our vision is a future where all disabled people feel they belong in sports and activities.

Our mission is to improve opportunities to be active, empowering disabled people to get involved in sports and activities in the way they choose. We work with disabled people and an alliance of committed partners to build a movement for change.

Everything we do is built on our values. They shape our work and support us to embed a strong culture and good practice across our organisation:

- We care – we are passionate about what we do, and who we do it for.
- We unite – we collaborate with others to achieve greater outcomes.
- We champion – we recognise everyone's voice must be heard if we are to provide equitable place to live, work, and thrive.

This role will sit within the Workforce team at Activity Alliance, where we have the ambition to be:

- The leading organisation for the representation of disabled people across the sport and physical activity workforce
- The go-to organisation for education, training and learning to embed inclusive practice across the sport and physical activity sector.

The Workforce team leads on the development and delivery of learning products which aim to increase knowledge and/or confidence to include disabled people. This can include anything from a piece of eLearning or a recorded webinar to programmes offering face-to-face training, such as our Inclusive Activity Programme. The Workforce team is also responsible for providing guidance externally and working with partners to improve representation of disabled people across the sport and physical activity sector.

Role purpose

To provide effective administrative and coordination support to the delivery, promotion, evaluation and continuous improvement of Activity Alliance's Workforce programmes and learning products.

The postholder will administer and maintain our Learning Management System (LMS) content and records, coordinate workshop and online learning bookings, and provide administrative support to learners, tutors and partners. They will also collate feedback and information to support reporting, quality assurance and ongoing improvement of our learning products and services.

The postholder will take a proactive approach to their work, identifying opportunities to improve processes, make effective use of digital tools and contribute to the development of inclusive learning opportunities.

The post holder will be managed by the Head of Workforce and will be expected to work closely with all

colleagues across the organisation to ensure effective delivery of our Workforce function and products.

Key responsibilities

Product delivery

- Provide administration support to the delivery of our Workforce Strategy and Operational Plan.
- Administer workshop product booking processes. This includes:
    - Liaising with workshop product organisers
    - Confirming workshop product bookings
    - Allocating tutors to workshop product bookings
    - Completing associated paperwork e.g. purchase order and invoice requisitions
    - Adding workshops and learners to the Activity Alliance learning management systems.
- Administer product marketing and communication plans.
- Administer product evaluation and reporting processes, collating feedback and information to support monitoring and continuous improvement.
- Coordinate administrative processes relating to tutor quality assurance and development, including maintaining records, collating feedback and supporting follow-up actions.
- Identify opportunities to improve administrative processes and ways of working, including through the effective use of digital tools and emerging technologies.

Learning management system administration

- Support the administration and distribution of Activity Alliance learning management system products.
- Update product information and course details on Activity Alliance's learning management system.
- Respond to learner enquiries and provide administrative support to learners accessing products through Activity Alliance's learning management system.
- Administer Activity Alliance learning management system reporting and evaluation processes, producing reports on products, learners and other relevant performance measures.

Communication

- Build and maintain effective relationships with partners, tutors and customers.
- Coordinate the implementation of product and platform-specific marketing and communication plans in liaison with the Communications and Policy team.
- In liaison with the Communications and Policy team, support the development of engaging, accessible and effective content to increase the visibility of Activity Alliance products and learning management system.
- Support effective internal communication; ensuring relevant information is shared with colleagues.
- Act as a role model championing organisational inclusive practice internally and externally.
- Represent the organisation externally at events and conferences.

Product development

- Support the development of products for the Activity Alliance learning management system. This includes:
    - Working with colleagues across the organisation
    - Providing administration support to the development of new products
    - Providing administration support to update existing products based on insight.
- Contribute ideas to evolve existing and create new products in response to insight, feedback and changing needs.
- Contribute ideas to improve existing processes and develop new approaches to support the efficient development and delivery of learning products.

Contribution to the work of Activity Alliance

- To work as an active member of the Workforce team to achieve key organisational outcomes.
- Demonstrate our organisational values and behaviours in everything you do.
- Undertake any other duties as required by the line manager or (Extended) Leadership team that are commensurate with the role.
- Work effectively with colleagues in other teams to achieve our organisational goals.
- Actively share your knowledge and expertise with colleagues to support staff development and working processes.
- Keep up to date with key issues, reports, announcements, and legislation on the development of sport and activity for disabled people. When required, take up internal and external training and development opportunities to support this.
- Comply with our organisational policies and processes including the staff handbook, equal opportunities policy, and code of conduct.
- Actively promote and advocate equality, diversity, and inclusion.

Person specification

Key behaviours

- Team player and collaborator
- Organised and able to prioritise well
- Self-motivated and able to work autonomously
- Good communicator
- Positive thinker
- Conscientious and motivated with a methodical approach to work
- Adaptable and flexible, with the ability to learn new skills, embrace new technologies and explore more effective ways of working including the use of organisationally approved AI and AI-enabled tools
- Customer focused, with a friendly and helpful attitude
- Passionate about diversity and inclusion.

Essential skills and experience

- Experience of administrative work
- Experience of maintaining clear and accurate records
- Able to communicate effectively whilst delivering on several competing priorities
- Excellent planning and organisational skills
- Ability to manage time effectively
- Ability to prioritise tasks
- Ability to perform under pressure
- Strong IT skills, with significant knowledge in Microsoft Office applications
- Willingness to explore and use AI-enabled tools and other emerging technologies as appropriate.

Desirable skills/experience

- Experience using learning or content management systems
- Experience updating website content
- Knowledge of disability sports/activity sector.

Other requirements of role

Ability to travel independently across the UK and willing to work away from normal place of work as required. The post holder will need the flexibility to work some unsocial hours including evenings and weekends.

Equality and diversity

Activity Alliance is committed to championing equality and diversity in all aspects of employment and in the services that it provides. All Activity Alliance staff are required to actively promote the Equal Opportunities Policy and influence and encourage the empowerment of disabled people within sport and activity.

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