

# job description



<b>Position title</b>	Administration Manager - Learning and Development
<b>Date</b>	9 July 2025
<b>Line Manager title</b>	Talent Manager
<b>Grade</b>	11

## Purpose

To manage and continually improve the national administration team across five key areas: behavioural, mobile plant, transport, technical and health and safety. To act as a technical lead in relation to the back office of the UK Learning Management System (iTrent/Docebo). To ensure that the administration function is involved in all weekly and monthly management meetings. To design, implement, evaluate and continuously improve administration processes.

## Key responsibilities

Lead, direct, coach and motivate the Learning and Development (L&D) administration team in providing a best-in-class service for all training administration.

Hold regular team meetings to ensure actions are completed and followed up on

Accountability for the central learning records of all UK employees

Continually develop the L&D administration function focusing on people, processes and systems to maximise efficiency and implement continuous improvement.

To create, analyse and adapt processes to meet business and external changes.

To define and manage the rules and boundaries for the administration team.

Influence senior managers in behavioural learning and health and safety to ensure that the administration function is fully represented and considered.

Expert in the back-office of the Learning Management System for the UK ensuring that the system is accurate and fit-for-purpose.

Manage relationships with all central external providers of learning to ensure consistent and effective service that is value for money including the creation of SLA's and KPI's

Reporting to and supporting the SUEZ UK Talent Manager.

## Key responsibilities [cont'd]

Manage external providers to ensure they adhere to the require reporting on learners and that this is fully actioned in the business via line managers

Act as the SUEZ lead for all external learning audits and take responsibility for changes and improvements being implemented through the team.

Manage learning budgets for COTC, Jaupt and other external bodies. Ensuring resolution of non compliance from learners.

Manage the admininstration element of the L&D budget

All monthly cross charges are accurate and issued in good time

To devise and produce high quality management reports for Learning and Development and required contracts.

Manage data for month end and KPI reporting

Provide the administration team with opportunities to develop through coaching and feedback

## Skills

- The ability to communicate clearly and concisely with all stakeholders in writing and verbally
- Proven experience of managing a national LMS
- Extensive experience of managing a national team with remote members
- Coaching and mentoring
- Proven experience in creating KPI's to manage external service providers and ensuring high levels of service
- Ability to build rapport, influence and maintain a high level of trust with senior managers and stakeholders
- A expert user of excel, word and powerpoint
- Deliver solutions and be accountable for all deadlines and delivery of results and outcomes
- Proven experience in creating, managing and improving a Learning Management System
- Change management experience including problem solving and critical thinking
- Experience of creating project proposals, implementing process change and evaluating results.

## Behaviours

- Engaging, motivating and authentic leadership
- Demonstrate the four values at all times
- Commitment to continuous business improvement
- High levels of emotional intelligence
- To be ethical and professional at all times
- Trustworthy and highly discrete
- Drive, energy and determination to create a collaborative working environment

## Knowledge

- A proven track record in leading and managing an administration team
- An NVQ or equivalent in Business Administration level 3 -5
- An understanding of the challenges of change management within team and the impact this can have on team members and how to manage this
- Proficient knowledge of LMS systems and their key attributes
- Experience of managing external provider and ensuring a high level of service
- Experience of project management and key involvement in high-level projects
- Coaching and mentoring experience
- Experience of operational planning and implementation

## Specific candidate requirements

- Strong relationship management skills
- Experience of working within a large multi-site operator
- Knowledge of the UK apprenticeship framework

## Qualifications

- Educated to GCSE or equivalent ( Maths and English)
- Business management or administration qualification
- A basic coaching or mentoring qualification

**Please note:** The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.