

**ALLPAY LIMITED**

**JOB DESCRIPTION**

<b>Owner</b>	HR Manager	<b>Date Created</b>	28/01/2010 14:48:00
<b>Classification Level</b>	Restricted	<b>Template Version</b>	General Form v1.4

**1. JOB IDENTIFICATION**

**Job Title:** Learning and Development Assistant – applications and products

**Responsible to:** Learning and Development Manager

**Department(s):** Human Resources

**2. JOB PURPOSE**

To work alongside the L&D Manager and Advisors to provide a suite of innovative quality learning interventions to support the business and its clients with knowledge and skill around our applications and products.

To own the full learning cycle from LNA through to evaluation for primarily learning solutions to support applications and allpay products and services

**3. DIMENSIONS**

To provide internal product training for new starters, refresher, enhancement and new product learning for internal teams.

To partner the business in the enhancement of internal knowledge tools (including the knowledge base) to ensuring teams have access to the most up todate information about the products and services we provide and the applications we use internally to service them.

To provide learning material and training to our clients on allpays products and service.

To assist the L&D Manager in the delivery of the allpay L&D strategy and provide relevant MI to increase the value provided by the L&D function.

**4. ROLE OF DEPARTMENT**

Drive forward the HR and L&D strategies for the business.

Generalist HR department specialising in matters connected with the management and development of people. Areas include; employee resourcing, absence management, health and welfare, employee relations, learning and development, employee reward, compliance and bureau requirements.

Provide a comprehensive and excellent learning and development environment for all staff.

To support the Board as required in operationalising strategic intent and developing models for this to take place.

## 5. KEY RESULT AREAS

Own and deliver the full training cycle in the development of L&D interventions for applications and allpays product and services. Ensuring that all necessary learning needs analysis are undertaken and proposals provided to support training interventions e.g. allpay products, microsoft products, induction, call centre technology etc.

Ensure internal teams are fully conversant in the full range of products and services offered by allpay

Provide learning interventions to allpay clients to support onboarding of our products and services

Provide learning interventions for internal teams to be fully conversant with applications that allpay provide to support delivery of the corporate strategy. Working with internal experts to cascade relevant knowledge and skill in the effective use of these applications. To include Salesforce, SharePoint, Assyst, Password Manager, Teams, Geneyis and others

Design and deliver learning interventions using styles and techniques appropriate to the subject and the audience, e.g. face-to-face workshops, e-Learn, videos, podcasts, manuals and activities

When working on projects involving allpay products and service (both BAU and new) partner with internal stakeholders including Product Managers, Quality Assurance, Research and Development and Implementation teams to develop relevant and effective learning solutions to meet and exceed business requirements. Ensuring that the knowledge base through Assyst and other learning tools are maintained throughout these processes

Maintain up to date with industry initiatives and continuous professional development

Provide a seamless link between the HR and L&D functions to ensure successful delivery of the HR plan

Adhere to allpay's Equal Opportunities Policy, Health and Safety instructions and other defined working practices.

*"The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post".*

## 6. ADDITIONAL KEY DUTIES

<b>7. KNOWLEDGE, TRAINING, EXPERIENCE &amp; SKILLS REQUIRED TO DO THE JOB</b>
<ul style="list-style-type: none"><li>• Awareness of TNA, diagnostic, sourcing, delivery and evaluation of L&amp;D interventions</li><li>• Awareness of various learning delivery methodology i.e. training, facilitation, coaching, delivering feedback etc</li><li>• Proficient / expert in Microsoft Office 365 or equivalent</li><li>• Proficient / expert in the use of technology in learning design and delivery</li><li>• Ability to communicate, influence and deliver training effectively with internal staff at all levels</li><li>• Detailed knowledge of allpay products, systems and services</li><li>• Ability to develop and maintain an in depth knowledge of technical systems and hardware both bespoke to allpay and off the shelf</li><li>• Ability to work well as part of a team and under own initiative</li><li>• Actively seeks to develop own skills and knowledge, learning from mistakes and welcoming constructive feedback</li><li>• Strong planning, organising and implementation skills with the ability to work to tight deadlines</li><li>• Brings in new ideas and offers best practice</li><li>• Flexibility and adaptability in changing situations</li></ul>

<b>8. JOB DESCRIPTION AGREEMENT</b>	
<b>We confirm that this conveys a full and accurate description of the job as at .</b>	
Job Holder's Signature:	Date:
Manager of Department Signature:	Date:
Director of Department Signature:	Date:

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