



## Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the job.

<b>Job Title:</b>	Learning, Development and Skills Assistant		
<b>Job Family:</b>	Learning, Leisure & Customer Services	<b>Salary Grade:</b>	Grade 3
<b>Service:</b>	Place, Economy & Environment		
<b>Political Restriction:</b>	N/A		
<b>Primary work location(s):</b>	St Marys, Isles of Scilly		
<b>Working hours:</b>	20 Hours Per Week	<b>Standby duties:</b>	N/A
<b>Working pattern</b>	Flexible to meet service needs		
<b>Managed by:</b>	Learning, Development and Skills Manager		
<b>Line manager for:</b>	N/A		
<b>Financial accountability</b>	Processing purchase orders, invoices and maintaining accurate financial records within systems		
<b>Date last reviewed:</b>	01/06/2026		
<b>Approved by (Director):</b>			

### Role Purpose:

The post holder will provide effective administrative and operational support to the Learning, Development and Skills service, ensuring the smooth delivery of Information, Advice and Guidance (IAG), training and learning opportunities.

These opportunities will support people to progress towards formal learning or employment, improve their health and well-being and develop stronger communities. The remit covers individuals within the community, businesses and Council of the Isles of Scilly staff.

The post holder is responsible for supporting access to learning through a range of marketing, promotion, advice, signposting and learner support mechanisms.

The post holder will also be required to cover the Customer Hub reception points when staff are sick or on leave.

### Accountabilities:

**Learning & Training Support**

- Provide Information, Advice and Guidance (IAG) to staff, residents and partners
- Support delivery of training programmes, including mandatory training
- Assist learners with additional needs and access requirements
- Contribute to monitoring the effectiveness and impact of learning

**Course & Programme Coordination**

- Support planning and coordination of learning programmes and courses
- Liaise with tutors and partners to organise course logistics
- Assist with room setup, materials and learning environments
- Monitor attendance, bookings and course demand

**Marketing & Engagement**

- Support promotion of learning opportunities through digital and local channels
- Assist in producing marketing materials (e.g. posters, social media, campaigns)
- Engage with learners and communities to increase participation
- Contribute to showcasing impact (e.g. learner case studies)

**Systems, IT & Resources**

- Support use of IT systems for learning delivery and administration
- Assist learners and tutors with equipment and basic troubleshooting
- Maintain learning resources and ensure environments are safe and welcoming

**Financial & General Support**

- Raise purchase orders and process invoices
- Support financial tracking of courses and resources
- Provide general administrative support including minute taking and meetings
- Provide cover for customer-facing reception points as required

**Partnership Working & Communication**

- Build positive relationships with colleagues, partners and community members
- Communicate effectively with learners and stakeholders
- Support collaborative working across services and agencies

## Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within the Council's Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. driving own private vehicle or CIOS vehicle)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/ repetitive bending / squatting / kneeling / crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Working on/ or near a road
<input type="checkbox"/> Manual cleaning/ domestic duties	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Continual telephone use
<input type="checkbox"/> Work with children or vulnerable adults	<input type="checkbox"/> Provision of personal care on a regular basis
<input type="checkbox"/> Working with challenging behaviours	<input type="checkbox"/> Potential exposure to blood or bodily fluids
<input type="checkbox"/> Work involving food handling	<input checked="" type="checkbox"/> Face-to-face contact with the general public
<input type="checkbox"/> Regular work with skin irritants/ allergens	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work requiring hearing protection (exposure to high noise levels)
<input type="checkbox"/> Work with waste, refuse	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Other (please specify): <ul style="list-style-type: none"> <li>• Handling sensitive and confidential information</li> <li>• Occasional lone working and front-line customer service cover</li> <li>• Occasional evening or out-of-hours work</li> </ul>	



## Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

<b>Knowledge, skills and experience</b>	<b>Essential /desirable</b>	<b>Assessment Method</b>
Level 3 qualification (A Levels, BTEC, L3 NVQ or equivalent) or equivalent experience	Essential	A, D
Strong administrative and organisational skills	Essential	T, I
Experience of data management and record keeping	Essential	A, I
Good IT skills across systems and software	Essential	T, I
Strong communication and customer service skills	Essential	T, I
Ability to manage multiple priorities and work under pressure	Essential	I
Ability to use initiative and work independently with minimal supervision	Essential	I
Experience in marketing (especially Social Media) or the desire to learn how to market a service via a variety of means	Essential	A, I
Ability to work effectively as part of a team and build positive working relationships	Essential	I
Interest in digital tools and learning technologies	Desirable	I
Experience working with communities or partner organisations	Desirable	A, I
Understanding of the value of learning and development	Desirable	I
Awareness of safeguarding in an adult learning context	Desirable	A, I

<b>Behaviours/values</b>	<b>Essential /desirable</b>	<b>Assessment Method</b>
Customer-focused and approachable	Essential	I
Proactive and organised	Essential	I
Collaborative and supportive team member	Essential	I
Adaptable and willing to learn	Essential	I
Committed to equality, inclusion and community wellbeing	Essential	I

Energy and enthusiasm to engage with service users	Essential	I
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<b>Other requirements</b>	Essential /desirable	Assessment Method
Ability to work flexibly, including occasional evenings and weekends	Essential	A, I
Commitment to confidentiality and data protection	Essential	A, I