ROYAL BOTANIC GARDEN EDINBURGH

Learning Administrator

Contract type: Permanent

Working hours: Part-time Wednesday-Friday (21 hours per week)

Location: Edinburgh/hybrid

Salary: £27,366 (pro-rata)

Job Description

Purpose

To support the delivery of RBGE's online and blended learning programmes by communicating with learners, administering courses and exam registration, managing learner information and helping to ensure learners receive a positive and supportive experience from enrolment through to certification.

Core Responsibilities

Communication

- Correspond with and support learners throughout their learning journey by providing timely, informative communication to them via phone, email, and online forums.
- Communicate regularly with colleagues by sharing information, providing updates and attending meetings.
- Update webpages relevant to online learning courses, ensuring information on programmes is accurate and clearly communicated to prospective learners.

Administration

- Manage the registration of learners on the PropaGate Learning virtual learning environment and coordinate any updates or amendments to learner accounts.
- Organise financial transactions including payments, invoices, purchase orders and expense claims.
- Liaise with external awarding bodies, such as the Royal Horticultural Society, to register learners for examinations and share learner information using relevant processes and technologies.

- Update and check registration, payment and enrolment systems to ensure information is up to date and relevant.

Documentation

- Manage learner information in compliance with the UK General Data Protection Regulation and RBGE privacy policies.
- Support the evaluation of programmes by collating responses and documenting the outcomes of learner engagement activities such as learner satisfaction forms and surveys.
- Prepare summaries of learner information, including statistics and performance indicators.
- Assist the Learning Technology and teaching teams with the formatting and uploading of programme documents/resources/media and the maintenance of the virtual learning environment.

Other

- Any other duties or alternative tasks as reasonably required.

Person Specification

Essential Skills

- Proven ability to plan, prioritise and organise a varied workload, managing multiple tasks simultaneously while maintaining accuracy and attention to detail and meeting deadlines.
- Experience of working collaboratively as part of a team, building positive working relationships and contributing effectively with colleagues and external stakeholders.
- Ability to adapt to changing priorities and competing demands, responding flexibly and positively while maintaining service standards.
- Proficient in the use of Microsoft Office to manage information, maintain accurate records and support efficient administrative processes.
- Experience of working to deadlines and managing time effectively, ensuring tasks are completed accurately and within agreed timescales.

- Excellent written and verbal communication skills, with the ability to communicate clearly, professionally and supportively with a diverse range of learners, colleagues and external partners.
- Ability to maintain accurate records and handle confidential information appropriately, with a high level of attention to detail.
- Experience of following and applying processes and procedures consistently, identifying improvements where appropriate.

Desirable Skills

- Experience of using and editing learning management systems e.g. Moodle
- Experience of using content management systems for editing websites
- Administration, business or related subject at SCQF level 7* or above

*Examples of qualifications at SCQF level 7 include a Higher National Certificate (HNC) or a Certificate of Higher Education (CertHE).