



Learning and Development Coordinator

Job description and person specification

Accountable to: Learning & Development Helpdesk Team Leader

Purpose of the role

The role of the L&D Coordinator is to assist the L&D Helpdesk Manager in ensuring the smooth running of the Learning & Development administration function. This is by nature a very varied role, which requires a high level of versatility and the ability to multi-task and prioritise a heavy workload and provide excellent customer service to both internal and external customers.

Key tasks, responsibilities and outcomes

Customer Service

- Handle all Learning Support queries in a responsive, customer focused way – providing a comprehensive first line of support for the Learning & Development department.
- Support the Learning & Development Team responsibility to actively promote the need and benefit of development and training.
- Develop and maintain effective communication and working relationships with the internal trainers, team members, internal colleagues and external customers.
- Build relationships with operations and provide support system level reports to aid compliance.

Event Administration

- Liaise with both internal and external trainings to arrange and advertise training throughout the UK to include both webinars and face to face training.
- Marketing training activities
- Scheduling training activity
- Liaising with venues
- Maintain efficient processes, procedure and systems that accurately record specific information.

- Keeps track of received data and documents.
- Entering and maintaining accurate of data such as course numbers, days, dates, times, locations

Additional expectations

- Act as a comprehensive administration support function to the L&D Department for ad-hoc tasks and future organisational projects.
- Maintain awareness of own developmental needs and hence undertake training as necessary.
- Have a good, current understanding of essential and home specific training requirements and other training needs and initiatives.
- Be highly organised and with a good and attention to detail.
- Use strong verbal and written communication skills.

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In additional to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director.
- Maintain confidentiality in accordance with our data protection policy and procedure.
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required.

Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked test.

Qualifications		
Have GCSEs at grade C or above in English and Maths (or equivalent)	Essential	Shortlisting

Experience		
Relevant and recent experience in working within a training environment	Desirable	Shortlisting, Interview
Excellent organisation, coordination and administrative skills	Essential	Shortlisting, Interview
Experience in dealing with people in person, on the telephone and by email.	Essential	Shortlisting, Interview
Previous experience within in an administration role	Essential	Shortlisting, Interview
A strong team player who is highly professional, customer focused and will to go the extra mile.	Essential	Shortlisting, Interview
Strong IT skills including MS Word, Excel and Powerpoint	Essential	Shortlisting, Interview
Exposure to learning management systems	Desirable	Shortlisting, Interview
Exposure to Digital Learning	Desirable	Interview

Skills		
Ability to use initiative in problem solving and escalate concerns where necessary	Essential	Shortlisting, Interview
Highly organised with the ability to prioritise tasks and work effectively under pressure	Essential	Shortlisting
Good interpersonal and communication skills with the ability to deal with a wide range of customers and stakeholders.	Essential	interview

Knowledge and understanding		
Developing working relationships with colleagues	Essential	Shortlisting, Interview
Care Quality Commission	Desirable	interview

Attributes		
Excellent communication skills	Essential	Interview
Great time management	Essential	Interview
Being customer orientated	Essential	Interview