

## ROLE PROFILE

<b>Job Title:</b> Learning and Development Co-ordinator (12 month FTC)	<b>Department:</b> Human Resources
<b>Responsible for:</b>	<b>Location:</b> Head Office
<b>Line Manager Job Title:</b> HR Director	<b>Date:</b> September 2024

### Purpose

To proactively support the day-to-day operations of the HR team. Providing administrative support and co-ordination for employee learning and development.

### Key Responsibilities

Responsibility	Outcomes and measures
<b>Learning and Development</b>	
With the HR Director, monitor training and development plans and succession plans to ensure development needs are met proactively in good time.	Plans in place and regularly reviewed
Manage training on iHasco. To include inputting training on to Cascade and inputting Champions on to a new screen.	All training records recorded and managed
Manage training on TAP. Set up, promote, monitor and manage the TAP training and development platform.	All training records recorded and managed
Collate personal training and development needs from Clear Review or personal development plans. Work with the HR Director to align needs to the training plan and budget.	Training needs are incorporated into the Training Plan. Providers and cost identified
Develop and maintain a Learning and Development page on Intranet, including the identification of free training available, links to key training and the incorporation of iHasco.	Intranet page developed and maintained
Co-ordinate the Line Manager workshops and corporate development sessions.	Workshops run with room set up agenda and participants invited
Ensure that Champions are trained (First Aiders, Fire Wardens, Mental Health First Aiders, LEF Reps) and maintain a schedule to ensure refresher training is undertaken.	Training for 'champions' is maintained and a schedule developed
Refresh and manage the mentoring scheme, matching staff, providing training, ensuring follow up and evaluation.	To be agreed with HRD
LantraNet – Organise champion meetings, coordinate notice board page and monitor champion actions.	Regular meetings arranged, notes taken and actions followed up.
IIP - Develop and follow up on actions	
Co-ordinate Long Service Awards and award vouchers, including creating news articles, creating letters, ordering vouchers and maintaining the schedule.	Schedule maintained and timely purchase of vouchers and communications
Deliver the Induction on HR Systems for new starters – Cascade / benefits platform / Clear Review	Inductions for new starters completed in the first 2 weeks. Good feedback provided by new employee
Support the delivery of the Staff Conference and Champions Lunch	Successful annual events
<b>HR Co-ordination</b>	
Providing support and cover the for the HR Co-ordinator as required.	Flexible cover and back up provided

<p><b>LEF</b> Provide administrative support for the organisation of LEF, including: organising meetings, typing up notes, circulating minutes, updating and monitoring actions.</p>	<p>Meetings scheduled, agenda circulated minutes and notes taken, actions followed up</p>
<p><b>Social/Wellbeing</b> Support the HR Advisor with social and wellbeing activities, including: arranging meetings, taking the lead on co-ordinating events, co-ordinating the relevant actions from our wellbeing plan</p>	<p>Proactive involvement and support for wellbeing activities</p>

## Person Specification

<b>Knowledge / Skills Required</b>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Proactive and able to use own initiative</li> <li>• Excellent interpersonal skills</li> <li>• Strong and accurate written skills</li> <li>• Confident operating in Word, Excel and Outlook</li> <li>• Knowledge of HR systems</li> <li>• Able to be discreet and recognises the need for confidentiality</li> <li>• Able to be proactive and use own initiative</li> <li>•</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of communicating across virtual platforms (eg. MS Teams)</li> </ul>
<b>Experience</b>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Previous experience of co-ordinating learning and development activities</li> <li>• Experience of working within an HR function</li> <li>• Experience of communicating across all levels of the business</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of hybrid working</li> <li>• Experience of internal communications</li> <li>• Experience of planning events</li> </ul>
<b>Qualifications</b>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Good secondary level of education</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Further education in HR or business-related subject</li> <li>• Associate CIPD</li> </ul>

## Behaviours

<b>Corporate Value</b>	<b>Expected Behaviours</b> ( <i>general or job specific</i> )
Customer First	<ul style="list-style-type: none"> <li>• Ensures they understand who the customer is and what their needs are</li> <li>• Leads by example and builds a culture of customer excellence within the team.</li> </ul>
Commercially Driven	<ul style="list-style-type: none"> <li>• Supports team to deliver business outputs</li> <li>• Actively seeks better ways of delivering services, ways of working and reducing costs</li> </ul>
Collaborative	<ul style="list-style-type: none"> <li>• Works closely with other teams to ensure consistency of services</li> <li>• Is approachable and open to ideas</li> </ul>
Camaraderie	<ul style="list-style-type: none"> <li>• Ensures effective communication across all levels</li> <li>• Recognises the priorities of other departments</li> </ul>

Personal Effectiveness	<ul style="list-style-type: none"><li>• Manages time for tasks effectively, planning ahead and communicates these plans to those who need to know</li><li>• Is adaptable when the needs of their role or the organisation changes</li><li>• Gives their full attention to the needs of the organisation whilst at work</li></ul>
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