

Job Designation/ Service	Learning and Development Coordinator
Salary Point and scale	£20,000 per annum
Responsible to	Learning and Development Manager
Job Purpose and Role:	
<p>Based at our head office, just off junction 41 of the M6, you will report to the Learning and Development Manager.</p> <p>To provide administrative support and coordination of all learning and development activities into the learning and development function.</p> <p>The main focus for this role is to ensure that all L&D processes are effectively coordinated including ensuring that our employees at all levels receive the training and development as determined by regulatory and internal policies.</p>	
Main Responsibilities and Specific Outcome Areas:	
<ul style="list-style-type: none"> • Deliver efficient and effective support to the Learning and Development function. • Focus on effective administration and coordination of the training plan, training resources and L&D team. • The production of weekly L&D Statistics and KPI reporting into the L&D Manager. Drawing insights from statistical information such as mandatory training outstanding, training hours utilised, etc. and escalating where appropriate. • Ensuring that all L&D information is effectively and efficiently entered onto the HR system (PeopleHR) to a high level of integrity. Carrying out regular system audits. • Resolving employee queries regarding training and development bookings and governance and escalating where appropriate. • Deliver efficient and effective learning and development administration support to the L&D team. • Escalation of L&D red flags to the L&D Manager. • Support the planning, delivery and review of all training and development initiatives. • Coordination and booking of all training and development requirements both internal and external, including booking of accommodation, and availability of trainers as necessary. • Support the coordination of delivery against the workforce development plan. • Booking of all mandatory training. • Facilitating access and oversight of employees requiring access to on-line mandatory training. • Planning and coordinating a robust induction training programme, ensuring collaboration with the HR and Recruitment teams. • Population of a training rota on our workforce rota management system, RotaCloud. 	

- Engagement and support to the managers across the organisation to ensure ownership of mandatory training requirements.
- Support the Diploma Manager and their team to ensure delivery against our diploma programme and objectives, supporting employees to access appropriate platforms and training units through effective communication and coordination.
- Support the L&D Manager in relation to administration of Apprenticeship, or similar schemes.
- General administration support across the People team as may be necessary from time to time.

Other Requirements:

- Well organised with excellent administration capability, strong attention to detail and commitment to accuracy
- Understanding and appreciation of the importance of excellent housekeeping practices in an administrative context, to support legal compliance, governance and employee experience
- Driven to stay motivated to see tasks through to completion in a changing environment.
- Passionate about what we do and the difference that our services make to looked after children and drive a culture where everything we do is focussed on the outcomes of children in our care.
- Form relationships at all levels within the organisation and effectively communicate across functional lines.
- Strong computer literacy required in Microsoft Office, specifically Excel and use of a cloud-based HR self-service system.
- Strong attention to detail, follow-up and commitment to accuracy.
- Possess the ability to work both alone and within a team.
- Adherence to our core values and behaviours at all times.
- Possess the ability to work both alone and be an effective team player.
- Demonstrates a willingness to make decisions, whilst exercising good judgement on when to refer or seek advice
- Excellent communication skills fostering a culture of no surprises
- Negotiation Skills
- Ability to prioritise effectively and complete work within required timescales in a fast-paced environment without compromising accuracy
- Able to demonstrate a Problem-Solving mindset that fosters continuous improvement
- Adherence to GDPR at all times

General Statements

The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.

Equal Opportunities

A Wilderness Way supports Equal Opportunities in Employment and opposes all forms of unlawful discrimination on grounds such as colour, race, nationality, ethnic or national origin, sex, marital status, disability, sexual orientation, religion or belief and age. You are expected to comply at all times to the Company's EO Policy and Guide to Equality document.

Safeguarding

All our role and people are responsible to the safeguarding our of children and will be subject to a successful disclosure as an appropriate level from the Disclosure and Barring Service (DBS), Access NI or Disclosure Scotland.

Learning and Development Coordinator – A Wilderness Way – Person Specification			
Area	Criteria	Essential	Desirable
Experience	Previous experience in an administration role		✓
	Experience of working in an environment that requires resilience and patience	✓	
Knowledge	Computer literacy required in Microsoft Office, Excel and Word	✓	
	Experience of using a cloud-based HR self-service system and SharePoint		✓
Education/ Training / Qualifications	GCSE or equivalent in English		✓
Skills & Abilities	Ability to work with others with a mature outlook	✓	
	A drive to learn and develop your role	✓	
	Form relationships at all levels within the organisation and effectively communicate across functional lines	✓	
	Team working and collaboration	✓	
	Able to proofread documents for accuracy	✓	
	Ability to work with a degree of autonomy in a flexible and creative manner, whilst maintaining adherence to policy and procedure at all times.	✓	
	Strong attention to detail, follow-up and commitment to accuracy	✓	
	Driven to stay motivated to see tasks through to completion	✓	
Other work-related requirements	Ability to support the core values of A Wilderness Way.	✓	
	Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the Update Service	✓	

	Ability to understand the needs of people from diverse cultural, social and racial backgrounds.	✓	
	Full driving licence (preferably without endorsements)		✓