

**Job Title:** Learning and Development Coordinator

**Grade:** Band C

**Reports to:** Learning and Development Projects Coordinator

**Role Responsibilities:** No line management or budget responsibilities

### The Role

Our vision is to transform lives, empowering independence through care excellence for all.

As part of the Learning and Development Team you will be instrumental in delivering a high quality, cost effective, values led and customer focused Learning and Development Service to internal stakeholders and colleagues.

Your primary focus will be coordinating the learning activities across the Learning and Development function, and being the initial point of contact for any issues or needs raised via our internal request platform FreshService.

You will be the central contact for our Learning Management System (LMS); dealing with queries around access, issues, bookings, and collating our monthly reports on attendance and compliance.

You will also work closely with teams across ECL to ensure that the Learning & Development function understands their business needs and escalating request and issues to the wider team as necessary.

### Job purpose

- Being the central point of contact for all issues relating to accessing and using the LMS including system problem identification and resolution.
- To be the first point of contact for ECL for any L&D issues and ensuring queries are managed in accordance with the expectations of the business.
- Maintain accurate reporting of training delivery, attendance and compliance through the LMS.
- Schedule learning activities to enable colleagues to fulfil their knowledge and skills requirements laid out in the training matrices, including coordinating internal trainers, and booking venues and external trainers.

### Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.

- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

## **Duties and Responsibilities**

### **Management Information (MI) and Reporting**

- Ensure that all learning records are maintained accurately within the LMS and other systems including but not limited to training bookings / registers, attendance lists, certificates and feedback.
- Manage retention of records in accordance with legislation and company policy.
- Generate data and reports from the LMS or other learning interventions and systems.
- Create other ad-hoc learning reports as requested by Leadership, Managers, Quality Assurance team and others as necessary.
- Audit attendance of face to face seminars and ensure that attendance is reported accurately in LMS system in order to generate correct completion and renewal dates.

### **Learning and Development Projects**

- Take minutes and action notes at any Learning and Development meetings such as team meetings or forums.
- Support the team with learning and development projects as required.

### **Learning at ECL**

- Ensure that HR MI and personal data used for project purposes are controlled in line with GDPR.
- Act as first point of contact in receiving and responding to internal and external communications relating to the LMS and data reporting, taking appropriate action to address or resolve.
- Conduct monthly reviews of training events booked and completed, and eLearning completed, maintenance of registration rules and ensuring staff records are correct and up to date.
- Responsible for the training calendars and booking of training, both for internal and external trainers.
- Manage training non-attendance via recording in the LMS system in accordance with the ECL's charging policy.
- Look for low attendance seminars and push for places to be filled in a timely manner to avoid cancellation costs from external trainers.
- Monitor the new starter tracker to ensure we are delivering induction in a timely manner to our maximum level of attendees.
- Ensuring that the Learning and Development mailbox is monitored, responding to queries within the required timeframe, including delegation of tasks to appropriate L&D team members.
- Respond to queries coming into the Freshservice platform and investigate all matters raised within the required timeframe.

- Provide diary support to the Head of Learning and Talent Development.
- Maintain an organised electronic filing system for the team's shared files.
- Ensure we have enough induction packs by conducting stock checks and reordering items when needed.

### **Continuous Improvement**

- To look for continuous ways to improve the service Learning and Development provide within the scope of the role.
- To comply with individual responsibilities, in accordance to work role, for health and safety in the workplace.
- Other duties that can reasonably be expected in line with the grading of this post.

### **Continuing Professional Development**

- Keep up to date on national, regional and local initiatives relating to learning and development for the Adult Social Care sector.
- Be well informed on current best practice and benchmarking relating to learning and development – in line with SCIE and Skills for Care.
- Ensure own continuing professional development through opportunities to develop personal capacity, knowledge and expertise in providing effective learning and development, including appropriate use of technology.
- Participate fully in the performance management review process.

### **General**

- Ensure confidentiality on all matters and information to anyone other than those acting in an official capacity and in compliance with Data Protection Act and Caldicott principles.
- To undertake any additional development activities to enhance the team offering to the business.
- All duties to be undertaken at all times with regard to:
  - Our mission, vision and values
  - Data Protection- Health & Safety at Work
  - Essex Cares' Equal Opportunities Policy
  - Sustainability
- To undertake any other duties which may be required and which are consistent with the responsibility and salary level.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

## Person Specification

### Key Skills and Competence

- Experience of administering and supporting a Learning Management System (LMS), is essential, experience of Totara would be advantageous.
- Experience in an administrator, personal assistant or coordinator role is essential in a learning and development environment is essential.
- Excellent communication skills as well as an ability to build and establish relationships, along with a friendly approach and the ability to communicate with a range of stakeholders.
- Excellent attention to detail, and has a result orientated approach, continually seeking to improve.
- Experience of working with IT systems including Microsoft Office and a willingness to learn new systems is important.
- Possess excellent numerical and analytical skills with the ability to organise and prioritise your own work to meet deadlines.
- Keeps abreast of what colleagues in similar roles in other organisations are doing, networking and adopting ideas as appropriate.
- Sufficient knowledge of health and social care policy agenda and understands the context in which their own role applies.

### Values and Behaviours

- Ability to demonstrate, understand and apply our values (see below) and be able to evidence these attitudes and behaviours as part of the application process.

