

Job Description

Position:	Learning and Development Co-ordinator
School/Service:	Human Resources
Reference:	HR-031/P
Grade:	Grade 5
Status:	Permanent
Hours:	Full-time
Reporting to:	HR Business Partner/OD Champion
Responsible for:	N/A

Main Function of the Position:

Support the work of the University's Staff Development Committee to:

- Implement, develop and maintain a University-wide system for recording staff training and development activity
- Produce and maintain a central catalogue and calendar of University Staff Development offerings, including but not limited to staff induction, mandatory training, and professional development.
- Develop and maintain staff development content hosted via the University's VLE platform (STEAM)

Principal Duties and Responsibilities:

1. Act as a first point of contact for learning and development queries/requests from employees, managers and Heads of Service/school, providing advice and guidance where necessary
2. Co-ordinate the sourcing and procurement of internal and external training content
3. Produce reports, presentations and other management information in relation to staff training and development activities
4. Maintain and update learning and development resources and systems, as required
5. Create and maintain a calendar of events including start dates of available programs, details of one-off webinars and in person training events
6. Set up and maintain a booking system for events, to allow internal organisers of employee development activities to list events and receive updates on bookings by participants.

7. Co-ordinate the internal promotion of employee development activities, working with a wide range of stakeholders to communicate employee development requirements and opportunities.
8. Work with appropriate colleagues to specify and keep updated a landing page for employee development on the University's Intranet website.
9. Take an active role in the evaluation of learning and development activities, including collating survey results, gathering feedback and contributing to reports.
10. Work with the Dean responsible for STEAM and colleagues from across the University to produce engaging, relevant and up to date employee development content for the University's VLE platform.
11. Collate and analyse data and feedback from a variety of sources to monitor and evaluate the usage, impact and effectiveness of the STEAM platform, producing comprehensive reports and making recommendations for improvements, as appropriate.
12. Co-ordinate the set-up, distribution and implementation of the University's B-Heard Staff engagement survey, including the presentation and dissemination of survey results, collating action plans and supporting the University Staff Engagement Steering Group
13. Support the HRBP/OD Champion, by contributing to key projects and reports including (but not limited to) collating information and producing data for the University's annual Equality and Diversity Information Report and co-ordination of the HR team's annual CSE submission and assessment process.
14. Comply with the professional, confidential and ethical requirements of the role, including (but not limited to) maintaining the integrity and confidentiality of data and associated data protection requirements, in line with statutory and corporate requirements
15. Undertake continuous professional development to keep up-to-date with developments in HR/OD and the requirements of the role.
16. Perform any other function as specified by the Executive Director of HR, HR Business Partner/OD Champion and participate in university-wide events and initiatives as appropriate in line with the grade of the role.
17. Ensure a safe working environment and abide by the University health and safety policies and practices and to observe the University's Equal Opportunities and Dignity at Work Policy at all times.

18. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance/delivery of key responsibilities of the role.
19. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Position: Learning and Development Co-ordinator		Reference:	
School/Service: Human Resources		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	GCSE grade A-C, or equivalent standard of education, in English & Mathematics	1	Application Form/ Documentation
1 b)	A-Level or equivalent standard of education	1	Application Form/ Documentation
1 c)	ECDL qualification or equivalent, or willing to work towards completing the qualification	1	Application Form/ Documentation
1 d)	Associate Member of the CIPD or equivalent experience	2	Application Form/ Documentation
1 e)	Honours degree in relevant subject area or equivalent level experience	2	Application Form/ Documentation
2	Skills / Knowledge		
2 a)	Highly competent in the use of computer technology e.g. Microsoft Office, Word, Power-point, Excel, Access – other databases, email, Video Conferencing such as MS Teams or Zoom and the internet.	1	Application Form/Interview/ Task
2 b)	Competent in the use of technology to create engaging and relevant training material.	1	Application Form/Interview/ Task
2 c)	Working knowledge of a Virtual Learning Environment (VLE) - preferably Moodle.	2	Application Form/Interview
2 d)	Credible and effective administrative and organisational skills e.g. organised record keeping, retrieving, and presenting data.	1	Application Form/Interview
2 e)	Knowledge and understanding of planning and co-ordinating training and development activities	1	Application Form/Interview
2 f)	Good analytical skills - ability to work methodically and analytically and have the ability to write and disseminate reports to colleagues at all levels including statistical content.	1	Application Form/Interview/ Task
2 g)	Good verbal communication skills e.g. the ability to explain standard service procedures to staff at all levels across the University and for the delivery of staff development and training.	1	Application Form/Interview/ Task
2 h)	Up to date knowledge of relevant legislation and best practice in relation to learning and development.	1	Application Form/Interview
3	Experience		
3 a)	Proven experience of working in a learning and development role in a large / complex organisation.	1	Application Form/Interview
3 b)	Experience of working to deadlines and prioritising work in a busy, fast paced and dynamic customer service environment	1	Application Form/Interview
3 c)	Experience of successfully working across teams and departments	1	Application Form/Interview

3 d)	Experience in the use of Moodle	2	Application Form/Interview
4	Personal Qualities		
4 a)	Ability to work independently and proactively, on own initiative, without close supervision	1	Interview/Task
4 b)	Organised and able to prioritise and balance conflicting priorities	1	Interview/Task
4 c)	Capable of working under pressure and to tight deadlines whilst maintaining accuracy and close attention to detail	1	Interview/Task
4 d)	Able to deal effectively with a variety of internal and external customers in a professional manner	1	Interview
4 e)	Sensitive to individual and cultural differences	1	Interview
4 f)	Awareness and adherence to issues of confidentiality	1	Interview
4 g)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 h)	Commitment to continuous improvement and creative ways of working, delivery of new projects and advancement of service provision	1	Interview/Task
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Able to work flexibly – to include working remotely and undertaking travel to meet the needs of the role / service	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required