



Learning & Development Co-Ordinator

Job description and person specification



Job description – Learning & Development Co-Ordinator

Reporting to the Learning & Skills Manager

Summary of role:

As a Learning & Development Co-Ordinator, you will play a key role in delivering a positive, customer-focused learning experience across the organisation, with a primary focus on LMS administration, compliance training and online learning.

You will ensure learning records are accurate, timely and audit-ready, while also supporting the design, coordination and communication of engaging learning opportunities.

Acting as a first point of contact for People Development & Culture queries, you will provide clear guidance, effective signposting and a responsive service to colleagues across the Group.

Working collaboratively with stakeholders, you will help embed a culture of continuous learning and role-model our HPG behaviours:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

Customer-Focused Learning Support

- Act as the first point of contact for People Development and Culture queries, providing timely, clear and supportive responses
- Manage the People Development inbox, training calendar and room bookings
- Support the coordination of corporate and management induction activities including bookings, materials and learner communications
- Provide on-site support for training events as required
- Monitor attendance and compliance, escalating risks where appropriate
- Upload registers, certificates and learning evidence accurately and promptly

LMS Administration & Compliance

- Own the day-to-day management of the LMS, ensuring content, course pages and records are accurate and up to date
- Provide first-line LMS support and troubleshooting, escalating technical issues where required
- Track and maintain compliance and regulatory training, ensuring records are audit-ready
- Evidence spot-checks / chasing certificates, ensuring audit resilience
- Enrol learners, manage learning requests and communicate progress clearly
- Produce accurate reports to support compliance, talent and workforce planning
- Support LMS updates, release notes and continuous system improvements

Online Learning & Continuous Improvement

- Support the development and publishing of engaging online learning content
- Work with subject matter experts to ensure learning is relevant, accurate and accessible
- Gather learner feedback and use insights to improve the learning experience
- Promote online learning as a key tool for development and growth

Co-Ordination & Stakeholder Support

- Coordinate internal and external training events (virtual and face-to-face)
- Support sourcing of learning providers and manage associated administration
- Support training related purchase orders, supplier set-up and associated administration in line with group processes
- Assist with audits, projects and People Development & Culture initiatives
- Provide direct in person support to colleagues to navigate and effectively use the LMS.
- Provide administrative and coordination support for early careers activity

Projects

- Support with People Development & Culture projects under the supervision and direction of either the Head of People & Culture, and/or the Learning & Skills Manager
- Support the Head of People & Culture and other stakeholders with audit requests

Additional responsibilities:

➤ **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

Essential Experience & Skills:

- Experience administering or supporting a **Learning Management System (LMS)**, including enrolments, records, and reporting
- Experience managing **compliance or mandatory training records**, with strong attention to detail
- Ability to produce **accurate reports** and use data to track completion and identify risks
- Strong **organisational skills**, with the ability to manage multiple priorities and deadlines
- Confident using digital systems and learning new technologies

Communication & Customer Focus:

- Clear and professional communicator, able to explain training requirements simply and accurately
- Strong **customer-focused mindset**, providing responsive, supportive and solution-focused service
- Ability to communicate with a wide range of stakeholders, adapting style as needed

Behaviours & Ways of Working:

- Demonstrates **Own It** by taking accountability and following tasks through to completion
- Demonstrates **Improve It** by proactively identifying opportunities to enhance systems and processes
- Demonstrates **Live It** by working with empathy, respect and professionalism
- Commitment to **Equality, Diversity and Inclusion**, ensuring learning is accessible to all
- Ability to work at pace while maintaining accuracy and quality

Desirable Criteria

Experience & Knowledge:

- Experience working in **Learning & Development, People Development or HR**
- Knowledge of **compliance or regulatory training** within housing, care & support, or a regulated environment
- Experience supporting **audits** or inspection activity
- Experience coordinating **virtual and face-to-face training**

Systems & Learning Design:

- Strong proficiency in LMS administration (course creation, catalogues, reporting, troubleshooting)
- Experience using **eLearning authoring tools** or supporting online learning development
- Understanding of **adult learning principles** or learning evaluation methods

Added Value:

- Experience working with external training providers and purchase order processes
- Confidence analysing learning data to support **continuous improvement**
- Actively keeps up to date with digital learning trends and best practice

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of L&D Co-Ordinator.

You will be required to complete continuous professional development, to further support your role and the Group.