**Job title:** Learning and Development Co-ordinator

**Responsible to:** Apprenticeships and Administration Manager

**Accountable to:** Head of Learning and Development

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

* To provide administration support within the Care UK (Residential Care Services) L&D function, to all homes and functions across the business
* To organise, book and administer training sessions and workshops in all regions and centrally

### Key Responsibilities

* Creating events, adding attendees and marketing event attendance, including regular review of unmarked events. Supporting training events (i.e. adding them to the event system, sending reminders, mark attendance).
* Sending training reminders to homes/RDs regarding training.
* Input and update information accurately onto our learning management system.
* Providing compliance reports to senior manager including provision of regional meeting deck slides.
* Downloading and storing of compliance reports. Providing up to date and appropriate information to the business in the form of a monthly report.
* Supporting the Dementia Strategy delivery with training events
* Liaising with the Quality team to provide up to date figures, flagging homes without champions/leaders.
* Managing the monthly payments for moving and positioning trainers and dementia champions (checking that champions hit their monthly target and that we have a signed copy of the contract in place).
* Maintaining the moving and positioning tracker,
* Responding to all queries (telephone and e-mail) including e-learning support for homes and centrally.
* Responding to training requests by assessing the training needs and establishing the best provider/delivery method, advising on possible options, liaising with providers to arrange training.
* Working with the internal communications to communicate changes/actions required and promote the L&D function across all media. Uploading of learning communications and advertisements using the eLearning newsfeed and bookshelf.
* Assisting in invoice processing procedures (i.e. weekly checking for no-shows and flagging costs that need to be charged back to the homes).
* Producing/rebranding collateral material including training content, posters, flyers.
* Sending training stats to Finance – monthly.
* Liaising with ITG to restock induction booklets when they hit low stock triggers.
* Assisting internal trainers by arranging venues/advertising training/marking attendance/chasing minimum numbers.
* Liaising monthly with assigned RD to offer support if needed.
* Producing training updates slides for each region to flag important information/action required – monthly.
* Producing Events calendar for RDs and updating the live Events smartsheet on Mycareuk.
* General office duties including mail in, photocopying, sending of mail including regular Signed for and special delivery items; and recording of data onto spread sheets etc.

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSEs (or equivalent) | * CIPD Level 3 |
| Experience | * Previous admin experience in an L&D or HR environment | * Previous experience in HR |
| **Technical Skills** | * Experience in MS Office applications | * Experience in HR management systems |
| **Personal Qualities** | * Self-motivated, flexible and enthusiastic approach to work * Works collaboratively with others sharing ideas and information at all times * Excellent communication skills |  |