Job title: L&D Project Coordinator

**Responsible to:**  Learning Management System Manager

**Accountable to:** Head of L&D

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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

The L&D Project Coordinator is responsible for supporting the L&D function to monitor and update the Learning Management System. You will coordinate our Leadership Programmes and develop content for inductions and career pathways, and general course/promotional materials.

Our team’s vision is to provide fulfilling career paths for all our colleagues. You will be joining a passionate and dedicated team, working together to improve our learner experience. This is a great opportunity for someone who has a keen eye for detail and data quality and has a proactive approach to problem solving.

### Key Responsibilities

* Create high quality content with input from multiple stakeholders for eLearning modules, ensuring it meets the required compliance standards and ways of working. Using content authoring software to create graphics, quizzes, video and audio content.
* Support the roll out of a new Learning Management System (LMS) to help to deliver an improved learning experience.
* Set up and build content for a range of learning and induction pathways on the new LMS.
* Create and edit content, uploading to the LMS or for our Face to face (virtual) training events, including creation of training manuals, resources and slides, to ensure content reflects the latest industry guidance and best practices.
* Produce and distribute the bi-annual training calendar to drive attendance across all our learning opportunities, keeping it up to date and communicated to relevant colleagues.
* Set up of leadership development programmes on the LMS and responsibility for day-to-day administration including workbook creation, managing the delegate journey, ongoing tracking and reporting. Work closely with the Apprenticeships Manager to ensure colleagues on programme are accessing the right qualifications.
* Administration of workshops and champion programmes – offline and in the LMS.
* Support the LMS Manager to report monthly on key metrics and building new reports in the LMS when required.
* Responsible for maintaining content for the company intranet.
* Monitor the L&D inbox to support end users with LMS issues, working with the system provider to test and resolve technical issues.
* Work closely with central ops, HR and internal comms to share content/ assets and deliver company-wide projects.
* Work closely with the care homes to engage colleagues in learning.
* As requested, undertake other ad hoc project work or support for the wider L&D team.

### 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.

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature** |
| **Date** |

Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSEs (or equivalent) | * CIPD Level 3 or equivalent |
| Experience | * Experience in an administration and providing excellent service to internal stakeholders | * Experience in an HR or L&D function * Experience in coordinating or supporting projects * Experience of the health and social care sector * An understanding of leadership development |
| **Technical Skills** | * Strong project management capabilities * Able to absorb, analyse and draw insight from data to articulate (and improve) against KPIs * Demonstrable high level of computer literacy and able to quickly self-learn new programs * Good knowledge of Outlook, Excel, Word and Power point | * Experience of using LMS platforms, ideally building content and video editing * Experience in using Smartsheet * Some experience of InDesign for creating documents * Understanding of the care sector |
| **Personal Qualities** | * Eagerness to learn and develop * Good verbal reasoning and written communication skills * Strong organisational skills and ability to work on numerous projects simultaneously * Ability to be flexible, adaptable and solutions-oriented in the face of problems * Ability to develop relationships with internal and external stakeholders at all levels |  |