



Job Description

Title:	Learning & Development Coordinator
Accountable to:	Head of Retail
Responsible for:	N/A
Location:	The role is remote / hybrid and we are flexible regarding our candidate's location – though ideally you'll be within commuting distance of our Walsall or Leamington Spa offices.
Contract type:	TBC
Working hours:	35 hours per week
Benefits:	25 days holiday plus Bank Holidays (pro rata), pension scheme, flexible working arrangements, birthday leave after two years' service, paid mileage for travel to locations other than base location.

Main purposes of the job:

At Life we are dedicated to delivering a better learning experience for our learners.

The Learning & Development Coordinator will support and work closely with the NCFE Centre Management team, volunteers, and Marketing team to develop Life's portfolio of qualifications, training, and skills courses.

It is the responsibility of the Coordinator to effectively manage a range of projects with responsibility for resourcing, profitability, and achieving customer satisfaction.

The initial focus of the project is on Life's provision of a comprehensive counselling skills pathway that includes Level 2 and Level 3, in addition to specific skills training and CPD courses.

Key achievement areas:

- Contribution to and implementation of the Qualifications, Training, and Skills project plan
- Support the delivery of end-to-end virtual learning environment projects ensuring transparent communication and progress reports to stakeholders
- Work with all internal stakeholders and ensure timely delivery of development projects and tasks
- Provide high quality content management for, and support enquiries related to, the Training & Skills section of Life's website and educational resources
- Support customer service for, and the highest quality delivery of, Life's Counselling Skills pathway, and related digital and educational products and services
- Support the wider team with the market research required to inform, develop, and evaluate new and existing products

Personal responsibilities:

- Develop and manage relationships with new and existing learners
- Gather detailed requirements and translate them into a functional specification for the development team
- Proactively and continuously review Life's Training & Skills provision, identify growth opportunities, and implement these into a development roadmap
- Deliver high-quality customer service to learners and potential learners, being a point of contact for the charity
- Support with management of systems and records, including development and proofing of content and data for the website as well as for the delivery of online education
- Proactively identify any inefficient internal processes and bring suggestions for improvement
- Report on data and analytics
- Support the creation of the online / digital forms and processes for digital learning, including content and curriculum development
- Support general office administration, including the development of SOPs and liaison with suppliers and contractors where necessary
- Develop and maintain positive relationships with internal and external stakeholders
- The postholder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We're with you and for you
 - Community – We're better together
 - Charity – Doing good for one another
 - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: Learning & Development Coordinator

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Business Management / Service Delivery		
Ability and experience of implementing a project plan	✓	
Strong IT skills, particularly with MS Office 365 and with a working knowledge of CMS/CRM/LMS		✓
Strategic Ability / Innovation		
Ability to carry out market research	✓	
Experience of using data to inform decisions	✓	
Experience / Knowledge / Qualifications		
Degree (Science, Education, Digital or other relevant degree)		✓
Proven experience of working in a similar role		✓
Familiarity with WordPress, LearnDash, Elementor, Office 365, Adobe Creative Cloud		✓
Experience working with and on learning projects		✓
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Ability to communicate technical problems to non-technical people	✓	
Personal		
Ability to manage data with a strong digital literacy	✓	
Great customer service with experience of online content support		✓

Strong commercial acumen	✓	
Excellent organisational skills	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

Approved By: Stuart Cowie

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