

## Learning & Development and HR Coordinator

**Department:** HR & Corporate Services

**Reports to:** L&D Lead

**Why**

### Main Purpose of the Job:

The Learning & Development (L&D) and HR Coordinator plays a key role in delivering high-quality learning opportunities for staff at all levels and providing essential HR administrative support to Outward's evolving workforce. The post holder will work closely with the L&D Lead and HR team to implement the Learning and Development strategy and contribute to various HR lifecycle processes, ensuring excellence and continuous improvement across these areas. tasks.

**What**

### Key Accountabilities

#### Learning & Development

- Assist in designing and implementing new learning opportunities, staying informed of best practices and regulatory requirements (e.g., CQC Standards).
- Work with managers and the L&D Lead to identify learning needs and develop plans to address them effectively.
- Manage the administration of training programmes, ensuring they are well-organised, timely, and aligned with organisational goals.
- Create and update training materials for internal delivery, ensuring they meet learners' needs.
- Promote the involvement of people we support in the delivery of training, when appropriate.
- Coordinate external training, including booking venues, arranging equipment, and ensuring colleagues are informed of bookings.
- Evaluate training programmes to ensure effectiveness and recommend improvements based on feedback.
- Maintain accurate records of training attendance and completion for compliance and reporting purposes.

#### HR Administration

- Act as the first point of contact for HR queries via shared email inboxes and incoming calls, ensuring timely responses.
- Provide consistent, high-quality HR administrative support, including maintaining employee records and assisting with HR processes.

#### General Responsibilities

- Build strong working relationships across teams, demonstrating tact, diplomacy, and confidentiality.
- Provide reports and recommendations to management as needed.
- Participate in events, projects, or other work-related activities as required.
- Undertake any other duties as assigned by the L&D Lead or HR Manager.

**Context**

### Environment:

- Working across a number of offices and a broad geographical area.
- Office hours ( Evening and weekends as required)

### Scope:

- Collaborate closely with the L&D and HR teams to deliver high-quality learning and development initiatives and HR administrative support.
- Contribute to the smooth operation of training and HR processes, ensuring alignment with organisational goals and compliance requirements.

Person Specification (E- Essential, D – Desirable)	<b>Requirements:</b>	
	<b>Qualifications:</b>	
	<ul style="list-style-type: none"><li>• Educated to A-Level standard or equivalent (E)</li><li>• CIPD Level 3 Foundation Certificate in L&amp;D or HR Practice, working towards or demonstrated by experience (E)</li><li>• CIPD Level 5 qualification in Learning and Development or HR Practice (D)</li><li>• Evidence of ongoing professional development in L&amp;D or HR (D)</li></ul>	
	<b>Experience:</b>	
	<ul style="list-style-type: none"><li>• Previous experience in a learning and development, HR administrative role or similar role (E)</li><li>• Experience coordinating training programmes, including liaising with trainers, venues, and participants (E)</li><li>• Experience designing or supporting the development of learning materials or initiatives (D)</li><li>• Experience using HR or L&amp;D data for training records and reporting (D)</li><li>• Familiarity with compliance requirements such as CQC Standards or safeguarding in a care setting (D)</li></ul>	
	<b>Skills and Knowledge:</b>	
	<ul style="list-style-type: none"><li>• Excellent written and verbal communication skills, with the ability to present information clearly and concisely (E)</li><li>• Strong organisational and planning skills, with the ability to prioritise tasks and meet deadlines (E)</li><li>• Proficient in using Microsoft Office applications (Word, Excel, PowerPoint, Outlook) and learning management systems (E)</li><li>• Understanding of adult learning principles and different learning delivery methods (E)</li><li>• Knowledge of current trends in learning and development, including digital tools and e-learning platforms (D)</li></ul>	
	<b>Personal Attributes:</b>	
	<ul style="list-style-type: none"><li>• A proactive and solution-focused mind-set, with the ability to work independently and as part of a team (E)</li><li>• Strong attention to detail and accuracy in managing records and documentation (E)</li><li>• Commitment to Outward’s values of engaging, enabling, and empowering people (E)</li><li>• Ability to handle sensitive information with confidentiality and professionalism (E)</li></ul>	
	<b>Other Requirements:</b>	
<ul style="list-style-type: none"><li>• Willingness to travel between sites and work flexible hours, including evenings and weekends when necessary (E)</li><li>• Understanding of safeguarding responsibilities and a commitment to promoting the welfare of vulnerable adults (D)</li><li>• Knowledge of Equality and Diversity principles and their application in the workplace (E)</li></ul>		
<b>Salary: £27,600 pa. This is a Fixed Term Contract role for 6 months</b>		
<b>Date JD reviewed: Nov 2024</b>		
<b>Our values</b>		
<b>Engaging</b> <i>We listen to what people say, we involve people, we are honest and open</i>		We act responsibly We appreciate and respect individuals We are welcoming and inclusive
<b>Enabling</b> <i>We facilitate, we assist and we support to make things happen</i>		We are committed, passionate and hard working We support people to make informed choices We build upon excellence
<b>Empowering</b> <i>We inspire and we encourage, supporting people to take control</i>		We are flexible and creative We learn, question, challenge and reflect
<b>Safeguarding statement</b>		
Outward is committed to safeguarding and promoting the welfare of adults with a learning disability and other people we support who may be deemed vulnerable. Outward expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates		
<b>Disability Confident</b>		
As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability (as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI). Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application		