

Job Title: Learning & Development Co-ordinator

Salary: £29,213 p.a.

Reporting to: HR Manager

Purpose of the job

The Learning and Development Coordinator will be the organisation's lead on learning and development, keeping up to date with developments in Citizens Advice and the wider advice sector, ensuring that programmes of learning and development are in place across the organisation and that there is consistency in the delivery of training across the various teams.

A fantastic opportunity to shape and deliver the organisation's learning offering for all staff members.

A busy and dynamic role which includes interaction with internal managers, staff members and external collaborators

Flexibility is a key characteristic of all our posts and the post-holder may be asked to carry out other tasks consistent with the grade from time to time.

Equality and Diversity:

All staff members are expected to demonstrate a commitment to equality and diversity. We recognise and celebrate the positive value of diversity, promote equality and challenge discrimination.

Responsibilities:

1. Act as lead Learning Supervisor for the organisation and coordinate the work of everyone involved in supporting the learning and development of volunteers and paid staff and acting as the first point of contact for Citizens Advice Learning and Development Team
2. First point of contact for all Staff & Volunteer recruitment within the organisation ensuring the candidate experience is positive for both successful and unsuccessful candidates
3. Provide day to day administration support for all L&D activities including paperwork relating to New volunteers, new staff members, internal promotions, volunteer & staff leavers
4. Support the induction of all new staff members and volunteers within the organisation and work with the line managers to coordinate programmes of learning that enable them to achieve the required level of competence in their field

5. Keep abreast of regulatory requirements for advisers across all our activities, both for new-starters and staff, subject to CPD requirements, and inform managers of changes to the requirements and coordinate activities to ensure requirements are met
6. Support managers ensuring that external requirements for CPD are met, organising with relevant managers, programmes of training for existing paid staff and volunteers. The LDC may deliver some sessions where appropriate.
7. Support & supervise CASNS' trainers — overseeing the CPD of internal trainers across the organisation, ensuring those who need to complete programmes of learning (e.g. PTT LS and above) do so and establishing forums in which trainers can exchange ideas, tips and share resources
8. Identify sources of funding for learning and development, and new training or learning initiatives that could benefit the organisation.
9. Delivering training where needed the post-holder will be able to deliver training to volunteers, paid staff and partners.
10. Monitor the training and development of new staff members including review of probation review documentation and coordinate the administration of successful probation periods. Monitor the training and development of volunteers across all areas of the organisation.
11. Collaborate with all members of the organisation to embed a culture of development where people can thrive, feel proud of the work that they do and be supported to be themselves.

Person Specification:

Qualifications

Essential

- CIPD qualification or working towards
- PTLLS accredited qualification
- Experience of working within an L&D team both coordinating and delivering training
- Proficient in the use of MS Office applications with the ability to undertake administrative tasks and create resources electronically

Knowledge and Experience

- Experience of developing individuals or groups by providing and delivering training, support and coaching
- Experience of assessing performance and giving and receiving feedback, objectively and sensitively with a willingness to challenge constructively

- Experience of engagement with all staff members including Senior leaders, demonstrating confidence and credibility
- A strong track record of personal development within the Learning & Development field
- Understanding of the need for continuous development of the team through supervision, coaching and training
- Knowledge of the learning and development sector from experience either in HR or education, including knowledge of relevant regulatory requirements applying to advice work
- Knowledge of recruitment and selection processes and practises
- Knowledge of Data legislation requirements

Skills

- Ability and confidence to communicate effectively both verbally and in writing
- Understand the importance of teamwork and be able to collaborate with all members of the team to meet objectives
- Ability to work to deadlines and targets and able to prioritise tasks whilst under pressure
- Demonstrate an understanding of how to work in partnership and be a positive brand ambassador for the service
- Strong computer skills including Microsoft Office and the use of online platforms such as Teams, Zoom
- Skilled in L&D activities, including design and rollout of employee training
- Excellent organisational skills
- Excellent attention to detail

Personal Qualities

- Confident, efficient and professional
- Highly motivated with a genuine interest in L&D
- Willingness to take on new tasks and develop professionally
- Adaptable to change
- A creative and innovative thinker delivers practicable solutions.
- Responsible and responsive attitude.
- Flexibility to travel to other sites within the organisation as required.