



BATTERSEA

HERE FOR EVERY DOG AND CAT

RECRUITMENT PACK



Learning & Organisational Development Coordinator (BDCH6129a) - Battersea London

Battersea is here for every dog and cat and has been since 1860. We are a leading animal welfare charity and over the last 160 years we've grown from one home in London to three rescuing and rehoming centres across the South East. With c600 employees and 1000 volunteers, we have cared for over three million vulnerable animals. We also campaign tirelessly to make things better for dogs and cats, sharing our expertise and educating the public and policymakers about responsible pet ownership. Join us and make a difference for every dog and cat.

Please read the information below thoroughly before starting your application.

Your Application

Your supporting statement is a very important part of your application. We cannot make any assumptions about your knowledge, skills and experience so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and our values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. Please do not generalise e.g. "I usually...", or waste your word limit by telling us that you love dogs and cats. We are looking for evidence that you can thrive in the role advertised.

Your statement should not exceed 1,000 words. We recommend you draft and save your supporting statement outside of the application portal as your connection may time out and it is not possible to save this document online for future use.

Closing date: 28th July 2024
Interview date: w/c 5th August 2024

If you do not hear from us within 2 weeks of the closing date, please assume you were unsuccessful on this occasion. Please note that we reserve the right to close this post early, should we receive a high volume of applications.

We are committed to providing equality of opportunity and valuing diversity for all current and prospective employees, volunteers and Trustees. We aim to ensure that this commitment, reinforced by our values, is embedded in our day-to-day working practices and our work together. We would particularly welcome applications from black and minority ethnic and disabled candidates, who are currently under-represented at Battersea.

Working at Battersea

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK

Data Protection

The information you provide in your application will be used by Battersea Dogs and Cats Home (Battersea) to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Battersea) and will not share your data with any third parties for their marketing purposes. We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our Job Applicant Privacy Notice or contact our Data Protection office at DataProtection@battersea.org.uk

Contact

If you have any questions, please contact us at jobs@battersea.org.uk or 0800 001 4444.

Job Description: Learning & Organisational Development Coordinator

Dept/Team: Human Resources	Location: London
Hours: 3 days per week (21 hours) Job Share	Duration: Permanent
Responsible To: Head of Learning & Organisational Development	Responsible For: N/A
Works With/Key Contacts: L&OD and HR Colleagues, Staff across Battersea, Internal and External suppliers of L&OD Services	Salary & Grade: Grade E; Senior Assistants and Coordinator £24,500 pro-rata (£14,700)

Battersea's approach to diversity

Battersea is here for every dog and cat and has been since 1860. We care for animals unconditionally, and we do not judge the owners of pets that need our help. It is this commitment which brings us together as an organisation, and we take great joy and pride in that.

We were founded by a female pioneer, Mary Tealby, who was unafraid to confront convention at a time when women leaders were rare, and animals were not universally loved. Her willingness to challenge the status quo is part of the legacy she leaves with us today, and we celebrate the impact we have made so far because of her vision.

We are ambitious to do more, including helping new populations of animals in new places beyond our centres; and we know we must adapt to the evolving world around us, harnessing the skills, experience, and creative thinking of a diverse workforce to help greater numbers of animals and deliver the impact we all aspire to. And we know that an inclusive environment, where we welcome different perspectives and where employees and volunteers are empowered to be themselves, will ensure we continue to thrive.

We strive to create lasting change for animals and the people that care for them and believe that creating a truly diverse and inclusive Battersea, which is proudly open to all, will be essential in our mission to deliver greater impact for dogs and cats everywhere.

Role Context

Battersea's Human Resources department provides expert advice, guidance and support by working in partnership with leaders, managers, teams and people across the organisation. Within the Human Resources department sits the Learning and Organisational Development (L&OD) Team that works strategically to build organisational capacity through delivery of our L&OD Strategy. L&OD works in partnership with the organisation, developing solutions that are aligned to our mission and strategy and are a good fit with our culture and people, combining face to face and digital learning experiences.

The L&OD Coordinator will play a key part in a team who are passionate about culture and people development are trusted throughout Battersea.

Main Purpose of the Role

The L&OD Coordinator will take responsibility for the co-ordination, planning and administration across the L&OD Team, acting as a first point of contact for all queries ensuring a responsive and customer focused service. The L&OD Coordinator will provide timely and accurate coordination of activities across all areas of the L&OD function, and will have excellent organisational and communication skills, have a pro-active and professional approach and work effectively within a team and with stakeholders.

Responsibilities/Objectives

Approx % of time

<p>L&OD Team Co-ordination</p> <ul style="list-style-type: none"> • Responsible for L&OD Team co-ordination and administration. Take a lead in the establishment and maintenance of L&OD systems and processes to ensure these are effective, lean and deliver a great experience to Battersea staff. L&OD Team systems and processes include but are not limited to; scheduling and coordination of L&OD events, Learning Management System (LMS) administration, L&OD Team communications, maintenance of L&OD records, processing payments via our internal finance & procurement system, processing applications for external learning events and Apprenticeships, administration of organisational Apprenticeship Levy account, systems & processes to determine the impact of L&OD activity. • Work with L&OD colleagues to establish and co-ordinate all internal/external training and learning events within the agreed timescales, liaising with internal and external stakeholders & facilitators to manage training room logistics, materials, resources and catering needs and overseeing capture of evaluative information. • Work collaboratively to establish effective end to end processes for the scheduling and co-ordination of organisational induction including induction for staff in Centre Operations Teams. • Manage all course communication with staff and suppliers ahead of learning events, liaising with appropriate L&OD colleagues as required. • In collaboration with Internal Communications colleagues, co-ordinate L&OD communications along with L&OD information held within organisational intranet. • Process applications for external learning in accordance with L&OD procedures, ensuring effective communication with the learner and accurate record maintenance using established HR and L&OD processes. • Manage L&OD payments using in house procurement system. Process all L&OD invoices in good time for monthly payment runs and ensure that the L&OD invoice tracker is regularly and accurately maintained. • Produce evaluation summaries for learning activities along with quarterly reports and analysis of learning activity for the Head of L&OD and Director of Human Resources. • Ensure all L&OD records are created and stored in accordance with GDPR and retention policies. 	<p>50%</p>
<p>Learning Management System (LMS) Administration</p> <ul style="list-style-type: none"> • Work with Digital Learning Partner to fully realise the benefits from investment into My Learning, our organisational Learning Management System (LMS) in terms of L&OD scheduling, reporting and management of mandatory learning. • Administration and maintenance of LMS including scheduling learning events, tracking learning activity, producing attendee registers, maintenance of LMS courses and catalogues, maintenance of course content and running management information reports. • Input, update and maintain employee training information on the Learning Management System and ensure all L&OD records are created and stored in accordance with GDPR and retention policies. 	<p>30%</p>

<p>Communication</p> <ul style="list-style-type: none"> • Be the first point of contact for L&OD enquiries. Provide a customer focused and responsive service for all individuals that interact with the L&OD Team, responding to all L&OD queries and issues proactively and in a timely manner, escalating or directing queries to others as appropriate. • Communicate professionally and in line with organisational values and behaviours providing great customer service at all times. 	10%
<p>Collaboration</p> <ul style="list-style-type: none"> • Effective and proactive collaboration with L&OD Team and HR Team colleagues along with internal and external stakeholders as required to support delivery of L&OD Team workplans. • Provide co-ordination and administrative support to L&OD Team colleagues in the development and delivery of L&OD Team projects. • Work effectively with HR colleagues to establish effective processes for L&OD records management that ensure continued improvement and alignment between HR and L&OD systems. 	10%

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

Person Specification

Essential

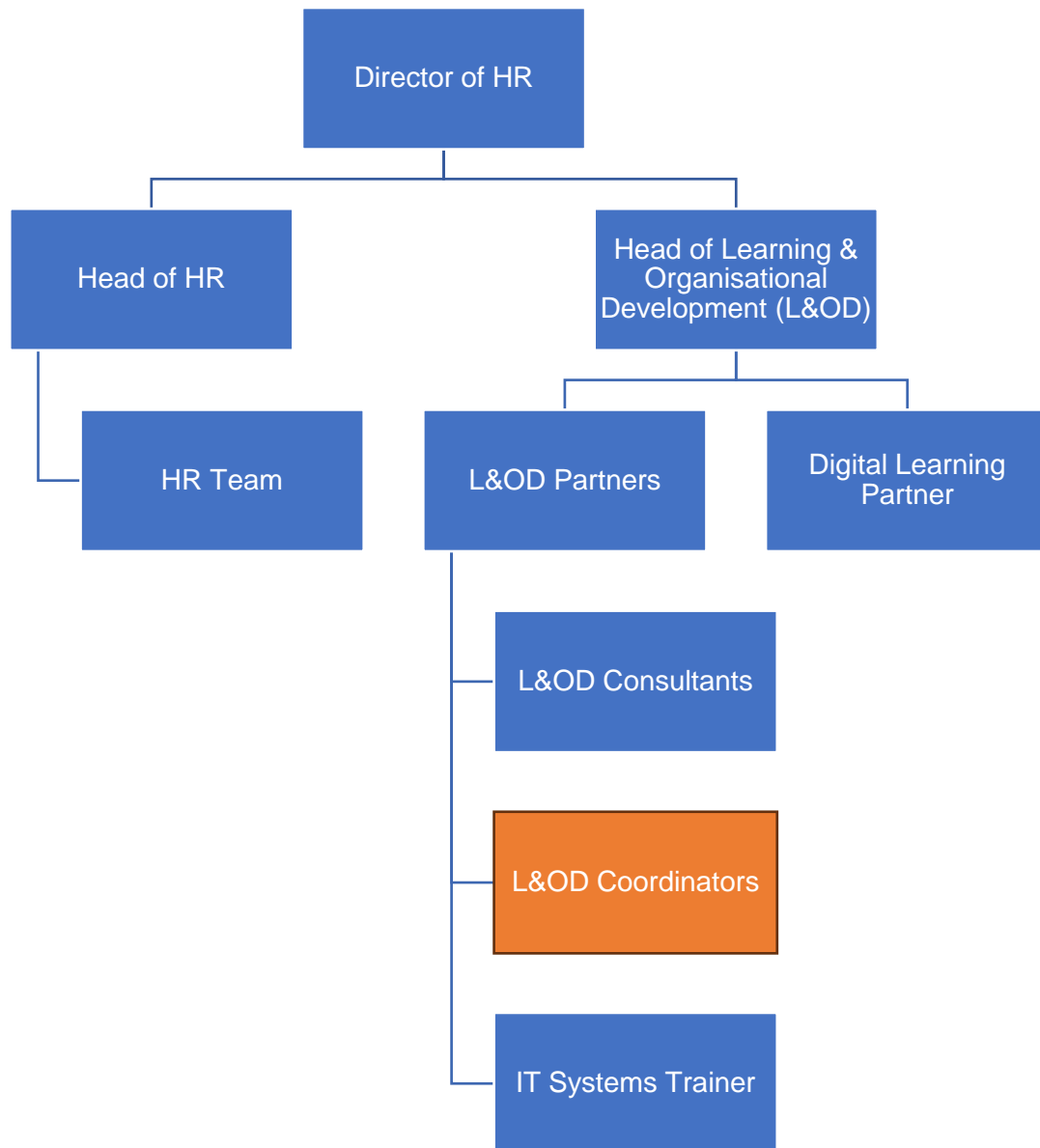
Job Specific	Experience of working in a fast-paced co-ordinator and/or administrative role, either in HR, L&D or OD with a high level of accuracy and attention to detail.
	Excellent co-ordination and time management skills with a flexible and proactive approach to managing and prioritising a diverse workload and tackling multiple tasks.
	Able to take a lead in the identification and implementation of relevant continuous improvement to co-ordination or administration processes and systems.
	Able to demonstrate a good standard of written communication and high level of IT literacy particularly in Office 365 products including; Word, Excel, Teams, Outlook, PowerPoint.
	Good experience of using databases in your work, ensuring accurate data input, creating reports and analysing data.
	Experience of identifying and implementing improvements to database systems and processes to enhance team performance whilst enabling data driven decision making.
	Experience of communicating confidently, clearly and with influence to a wide range of internal and external stakeholders, adapting communication style for different groups.
	Experience of working in an environment with changing priorities and plans, responding effectively and positively to change, whilst delivering against tight deadlines.

Core	Literacy, Numeracy, and IT skills
Skills	Good standard of written English and numeracy and competent user of MS Office and IT systems
	Communication skills Experience of communicating clearly with the ability to adapt your communication style for different people as appropriate
	Empathy & Resilience Ability to show empathy and be resilient when dealing with people and animals in distress
	Time management Demonstrates flexibility and the ability to manage multiple tasks
Values	CARE - Delivers high quality work to the best of their ability and achieves high standards even while under pressure.
	EXPERTISE – Achieves results through continuous learning and applying good practice.
	DETERMINATION – Pro-active in suggesting new ways of working and embraces change.
	RESPECT – Works constructively and collaboratively with colleagues from different teams
	INCLUSION – Champions diversity in all its forms, so that everyone can be themselves and feel valued and included.
	COLLABORATION – Works as a team, recognising, trusting, and valuing everyone’s role and contribution in delivering our aims.

Desirable

- Knowledge of Learning & Development, Organisational Development or HR processes
- Experience of administering a Learning Management System
- Experience of using an HR Systems in your role
- Willingness to work towards a recognised CIPD qualification

Position in the team



Employee Benefits

We offer our employees a wide range of benefits to reward them for the value that they bring to Battersea, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Battersea has been verified as a truly flexible workplace by Flexa for 2024-2025. You can find out more about our flexible working benefits via our [Flexa Page](#).

Pension Scheme

Our group personal pension scheme is available to all employees. New employees will be auto enrolled into our pension scheme in their second month of employment, if they meet the eligibility criteria, at our standard rate of 2.67% employee contribution, 5.33% employer contribution. The following month, new starters can choose to increase their contribution rates and so benefit from a higher employer contribution of up to 10%. Because the GPP pension scheme is a salary sacrifice scheme, Battersea will also invest approximately 50% of the savings it makes on Employer National Insurance Contributions into your pension plan.

The contribution levels are as follows:

Employee contribution	Battersea contribution
2.67%	5.33%
3%	6.2%
5%	10.3%

Example of monthly pension contributions for salary of £20,000:

Employee contribution	Battersea contribution	pension
2.67% = £44.50	5.33% = £88.83	
3% = £50.00	6.2% = 103.33	
5% = £83.33	10.3% = £171.66	

Annual Leave

Employees are entitled to 28 days annual leave (pro-rata for part time employees and in the first year of employment), rising to 29 days after 5 years and 30 days after 10 years employment. This is in addition to eight days paid public holidays every year.

Health Cash Plan

Battersea offers a healthcare cash plan free of charge to all employees, using a provider called Simply Health. This cash plan enables employees to claim 100% of the costs of everyday healthcare, such as dental treatment, eye tests, glasses, contact lenses, physiotherapy, chiropody, osteopath, chiropractor, health screening and much more, up to annual limits.

Gym Membership

Employees who choose to join the Cash Health Plan can get discounts of up to 20% off a range of independent and chain gyms, including Fitness First, LA Fitness, Virgin Active and David Lloyd.

Season Ticket Loan

Interest free season ticket loans are available to all employees after two months of employment with Battersea.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to save up to 40% of the cost of the purchase of a bike and safety equipment, up to a maximum value of £2,500 including VAT, by

having this cost recovered from salary over a 12-month period and so saving tax and National Insurance on this cost.

Paid Maternity Leave

All pregnant employees are entitled to up to 52 weeks' maternity leave regardless of length of service. Employees who have worked with Battersea for more than 12 months by the time their baby is born receive enhanced maternity pay of 12 weeks full pay, with the remainder of their maternity leave being paid under Statutory Maternity Pay arrangements.

Paid Paternity Leave

Fathers to be or employees who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay.

Employees who have worked for Battersea for more than 12 months by the time their baby is born receive enhanced paternity pay of two weeks full pay.

Employee Assistance Programme

We offer an Employee Assistance Programme to all employees free of charge. It offers completely confidential and impartial support, information, and counselling service to employees on legal, financial, debt management and emotional issues.

Life Insurance

All employees are covered by our life insurance scheme, which provides a nominated beneficiary/ies with a lump sum equivalent to four times the employee's salary in cases of death whilst in employment at Battersea.

Uniforms for all Operational Employees

Free uniform is provided for all operational and clinic employees.

Veterinary Treatment of Employees' Ex-Battersea Animals

We provide cost price veterinary treatment for employees with ex-Battersea dogs and cats.

Discounted Pet Insurance

We offer employees a 20% discount off the cost of Petplan insurance.

Discounts in our Shops

We offer our employees a 25% discount in our shops.

Professional Membership Fees

After two months service, employees in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year up to a maximum of £400.

Sabbatical Leave

Employees who have worked with us for five years or more can request six months unpaid sabbatical leave for personal or professional development, such as learning new skills or travel.



Battersea Dogs & Cats Home is a charity registered in England and Wales (206394)
Registered Office: Battersea Dogs & Cats Home, 4 Battersea Park Road, London, SW8 4AA.