



Everyone deserves a safe place to call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title: Senior Learning & Development Coordinator
(maternity cover)

Delegated Authority: 8

Team: Learning & Development

Responsible to: Head of Learning & Development, HROD

Responsible for: L&D Administrator (as required in line with
business need)

Job purpose



To support the development of SHP as a learning organisation by leading on quality improvement projects including the Trainee Project Worker Development Programme.

To enable the learning and development of SHP's workforce through taking a lead role in planning, coordinating and facilitating learning activities.

To develop and facilitate inclusive and engaging learning activities for staff.

To support the systems and processes in L&D to ensure the smooth running of training and development activities at SHP.

Key accountabilities



1.0 To support and coordinate effective L&D systems, processes and activities to ensure that the L&D function operates smoothly

- 1.1 To support with the maintenance SHP's Learning Management Systems (LMS), (currently called Owl), through regular reporting and development of the site, including weekly data input.
- 1.2 To respond to enquiries from staff in SHP and external trainers/providers, via email, phone or via other routes, in a prompt and supportive way.
- 1.3 To use SHP's Intranet, email, Microsoft Teams and other channels to effectively communicate and engage with staff about L&D.
- 1.4 To provide 1:1 and group support to locums, staff and managers where needed to ensure they can easily access L&D opportunities such as e-learning and training sessions.
- 1.5 To be responsible for training preparation, including and not exclusive to: sending out joining instructions, ensuring courses are fully booked, setting up training rooms and preparing materials.

2.0 Training and Learning Activities

- 2.1 To develop and facilitate engaging and inclusive learning activities either face to face
- 2.2 To support the development and delivery of project-specific learning activities, such as Equality, Diversity and Inclusion (EDI) programmes of learning.
- 2.3 To liaise with trainers to arrange dates for training, including following up on any changes required to content or delivery.
- 2.4 To organise venues for training delivery as required, in budget and to best possible standard
- 2.5 To work with training delivery partners and subject matter experts to develop new courses and to tailor course content to meet SHP's needs.
- 2.6 To design and deliver engaging and inclusive L&D activities and resources to meet staff needs
- 2.7 To support the L&D team in promotion and coordination of learning activities.
- 2.8 To support the L&D team to evaluate different learning interventions, including using data and reports from Owl and ensuring that evaluation data is collated and reviewed at least quarterly.
- 2.9 To support with the annual planning process for training and learning activities.

3.0 As required, to lead on the development and maintenance of an effective Trainee Project Worker development programme

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- 3.1 To work with key stakeholders (including the recruitment team, managers & trainees) to ensure the continuation of SHP's Trainee Project Worker Development Programme. Creating and working from clear project plans.
 - 3.2 To develop and maintain use of SHP's Learning Management System (LMS), Owl, for the trainee programme with a portfolio for learners and curated courses on the programme
 - 3.3 To create and communicate clear and concise guidance documents to support the effective delivery of the programme.
 - 3.4 To lead on the recruitment and placement of trainees for each cohort, including ensuring services are trainee-ready and identifying services that are trainee ready and roles that could be filled with trainees.
 - 3.5 To provide ongoing support to trainees and managers of trainees through email, virtual and face to face meetings, including problem solving any issues and provide specific support to trainees with lived experience (of using homelessness support or other relevant services) and their managers.
 - 3.6 To curate, design and deliver activities and support for trainees and managers of trainees, such as peer learning sessions and workshops for these groups.
 - 3.7 To set up and use methods of evaluation and gather data from trainees, managers of trainees and other key stakeholders to ensure the programme is effective and contributing to SHP's business plan and implement changes as appropriate.

4.0 To develop and implement progression routes for staff, including through the use of apprenticeships

- 4.1 To research and plan apprenticeship opportunities for existing and new staff and roles
- 4.2 To gather feedback on existing qualifications in the health & social care sector that could support SHP staff and to set these up as opportunities if relevant.
- 4.3 To coordinate and support Social Work Student placements within SHP, including liaising with Universities and service managers to find appropriate placements and ensure the placement works well for SHP, students and Universities.

5.0 To develop strong internal networks with managers, staff and other stakeholders to ensure that L&D activities are aligned to SHP staff's needs and to ensure engaging and effective communication with other departments

- 5.1 To meet regularly with staff teams across SHP to inform them of L&D activities and to support them with their development
- 5.2 To ensure that client voice is part of all learning activities by co-producing work where possible
- 5.3 To work in accordance with the organisations quality assurance systems, safeguarding principles, equality, diversity & inclusion policies and health and safety requirements.
- 5.4 To deliver Owl drop in sessions to support staff engagement with L&D, including offering coaching sessions

6.0 Team Operations

- 6.1 To supervise the work of the L&D Administrator as required in line with business need, through support, guidance, supervision and check-ins

7.0 Miscellaneous

- 7.1 To work in accordance with the organisation's quality assurance systems, safeguarding principles, equality, diversity & inclusion policies and health & safety requirements
- 7.2 To carry out any other tasks within your capacity to support the HR and OD Department as reasonably requested by your manager

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience of learning design and delivery, including experience of facilitating inclusive and engaging group learning activities both face to face and online
- Experience of setting up and evaluating a project, working with multiple stakeholders at different levels

Desirable

- Experience of creating e-learning or visual design content
- Experience of using and administering Learning Management Systems or similar to support learning journeys and engagement with learning
- Experience or understanding of the homelessness sector, including the principles of Psychologically Informed Environments (PIE)

Skills and Abilities

- Excellent organisational skills and the ability to co-ordinate multiple systems/processes and manage time effectively, prioritising different areas of work according to need
- Ability to build and maintain positive and effective relationships both internally and externally and to work collaboratively with team members and other stakeholders across the organisation
- Highly IT literate to at least an intermediate level, including a great working knowledge of Microsoft Office programmes, and able to use technology to support learning and develop learning opportunities
- A commitment to working flexibly and creatively in response to organisational requirements
- Excellent team player, able to support others to develop and contribute to the overall development of the team