

## Job Description

<b>Position:</b>	People Learning and Development Co-ordinator
<b>School/Service:</b>	Human Resources
<b>Reference:</b>	HR-042/P
<b>Grade:</b>	Grade 6 / 7 (£33,965 to £46,974.00per annum) depending on experience
<b>Status:</b>	Fixed Term for 12 months
<b>Hours:</b>	Full-time
<b>Reporting to:</b>	Assistant Vice Chancellor – Organisational Development & People
<b>Responsible for:</b>	N/A

### Main Function of the Position:

The role holder will be responsible for designing and implementing a strategically aligned service for learning, performance, and organisational development initiatives. Ensuring employees are developed and supported to enhance individual and team performance, thereby contributing to the achievement of the University's strategic objectives. The role holder will collaborate closely, collegially, and flexibly with university leaders, managers, and HR team members to achieve excellence in people management and development

The role holder will:

- Design, implement, and manage training programmes for the University's staff, including new starter inductions and orientations, ongoing skill development initiatives, and career advancement opportunities, ensuring the workforce is equipped with the necessary knowledge and skills to perform their roles effectively;
- Assess training needs, developing courses, delivering training sessions, evaluating program effectiveness, and maintaining compliance with relevant regulations.
- Working with internal and external stakeholders to support compliance with the University's conditions of registration (Office for Students) and other legislation which may include developing and delivering training materials in relation to Sexual Misconduct, Harassment, Safeguarding including Prevent, Domestic Abuse, Abuse of Power and Healthy Relationships
- Develop and deliver Staff development interventions including leadership and management development
- Implement, develop and maintain a University-wide system for recording staff training and development activity

- Produce and maintain a central catalogue and calendar of University Staff Development offerings, including but not limited to staff induction, mandatory training, and professional development.
- Develop and maintain staff development content hosted via the University's VLE platform

### **Principal Duties and Responsibilities:**

1. Act as a first point of contact for learning and development queries/requests from employees, managers and Heads of Service/school, providing advice and guidance where necessary
2. Conduct analysis to identify training gaps and determine specific training needs across the different areas of the University and levels of staff
3. Design and create comprehensive training programs, including course materials, presentations, and assessments, aligning with organisational goals and objectives.
4. Facilitate training sessions, both in-person and online, utilising various instructional methods like lectures, workshops, simulations, and e-learning modules.
5. To develop and deliver training in responding to, investigating and dealing with allegations of harassment and sexual misconduct to staff at all levels within the organisation including members of the Board of Governors.
6. Develop training materials and courses which support the improvement of leadership and management development competence in managers across the University particularly in undertaking roles in grievance, disciplinary, probation and performance review processes
7. Co-ordinate the sourcing and procurement of internal and external training content
8. Produce reports, presentations and other management information in relation to staff training and development activities
9. Maintain and update learning and development resources and systems, as required
10. Create and maintain a calendar of events including start dates of available programs, details of one-off webinars and in person training events
11. Set up and maintain a booking system for events, to allow internal organisers of employee development activities to list events and receive updates on bookings by participants.
12. Work closely with department managers, HR, and subject matter experts to identify training needs and ensure alignment with organisational priorities.

13. Co-ordinate the internal promotion of employee development activities, working with a wide range of stakeholders to communicate employee development requirements and opportunities.
14. Work with appropriate colleagues to specify and keep updated a landing page for employee development on the University's Intranet website.
15. Monitor and evaluate the effectiveness of learning and development / training programs through post-training assessments, collating feedback surveys, and performance review and contributing to reports
16. Monitor and control any associated allocated training budget, including costs associated with course development, materials, and external training providers.
17. Work with colleagues from across the University to produce engaging, relevant and up to date employee development content for the University's VLE platform.
18. Collate and analyse data and feedback from a variety of sources to monitor and evaluate the usage, impact and effectiveness of the VLE platform, producing comprehensive reports and making recommendations for improvements, as appropriate.
19. Co-ordinate the set-up, distribution and implementation of the University's B-Heard Staff engagement survey, including the presentation and dissemination of survey results, collating action plans and supporting the University Staff Engagement Steering Group
20. Support HR Business Partners, by contributing to key projects and reports including (but not limited to) collating information and producing data for the University's annual Equality and Diversity Information Report and co-ordination of the HR team's annual CSE submission and assessment process.
21. Comply with the professional, confidential and ethical requirements of the role, including (but not limited to) maintaining the integrity and confidentiality of data and associated data protection requirements, in line with statutory and corporate requirements
22. Undertake continuous professional development to keep up-to-date with developments in HR/OD and the requirements of the role.
23. Perform any other function as specified by the Assistant Vice Chancellor Organisational Development and People, Senior HR Business Partner and participate in university-wide events and initiatives as appropriate in line with the grade of the role.
24. Ensure a safe working environment and abide by the University health and safety policies and practices and to observe the University's Equal Opportunities and Dignity at Work Policy at all times.
25. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance/delivery of key responsibilities of the role.

26. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

## Person Specification

<b>Position:</b> People Learning and Development Co-ordinator		<b>Reference:</b> HR-042/P	
<b>School/Service:</b> Human Resources		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1</b>	<b>Qualifications</b>		
1 a)	GCSE grade A-C, or equivalent standard of education, in English & Mathematics	Priority 1	Application Form/ Documentation
1 b)	A-Level or equivalent standard of education	Priority 1	Application Form/ Documentation
1 c)	ECDL qualification or equivalent, or willing to work towards completing the qualification	Priority 1	Application Form/ Documentation
1 d)	Member of the CIPD or equivalent experience and competence	Priority 1	Application Form/ Documentation
1 e)	Recognised Training qualification	Priority 1	Application Form/ Documentation
1 f)	A CPD Accredited Safeguarding qualification or willingness to complete	Priority 1	Application Form/ Documentation
1 g)	Honours degree in in Human Resources, Education, Business Administration, or a related field or equivalent level experience	Priority 2	Application Form/ Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Ability to develop and deliver training courses on leadership and management development topics.	Priority 1	Application Form/Interview/ Task
2 b)	Knowledge of Safeguarding, Sexual Misconduct or Harassment and best practice within Higher Education.	Priority 2	Application Form/Interview/ Task
2 c)	Highly competent in the use of computer technology e.g. Microsoft Office, Word, Power-point, Excel, Access – other databases, email, Video Conferencing such as MS Teams or Zoom and the internet.	Priority 1	Application Form/Interview/ Task
2 d)	Competent in the use of technology to create engaging and relevant training material.	Priority 1	Application Form/Interview/ Task
2 e)	Working knowledge of a Virtual Learning Environment (VLE) - preferably Moodle.	Priority 2	Application Form/Interview
2 f)	Credible and effective administrative and organisational skills e.g. organised record keeping, retrieving, and presenting data.	Priority 1	Application Form/Interview
2 g)	Knowledge and understanding of planning and co-ordinating training and development activities	Priority 1	Application Form/Interview
2 h)	Good analytical skills - ability to work methodically and analytically and have the ability to write and disseminate reports to colleagues at all levels including statistical content.	Priority 1	Application Form/Interview/ Task
2 i)	Good verbal communication skills e.g. the ability to explain standard service procedures to staff at all levels across the University and for the delivery of staff development and training.	Priority 1	Application Form/Interview/ Task
2 j)	Up to date knowledge of relevant legislation and best practice in relation to learning and development.	Priority 1	Application Form/Interview / Task

<b>3</b>	<b>Experience</b>		
3 a)	Proven experience of developing and delivering successful leadership and management development courses.	Priority 1	Application Form/Interview
3 b)	Proven experience of working in a learning and development role in a large / complex organisation.	Priority 1	Application Form/Interview
3 c)	Experience of working to deadlines and prioritising work in a busy, fast paced and dynamic customer service environment	Priority 1	Application Form/Interview
3 d)	Experience of successfully working across teams and departments	Priority 1	Application Form/Interview
3 e)	Experience in the use of Moodle	Priority 2	Application Form/Interview
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Ability to work independently and proactively, on own initiative, without close supervision	Priority 1	Interview/Task
4 b)	Excellent communication and presentation skills to effectively deliver training sessions	Priority 1	Interview/Task
4 c)	Strong organisational and project management skills to plan and execute training initiatives and ability to prioritise and balance conflicting priorities	Priority 1	Interview/Task
4 d)	Ability to assess training needs and design relevant learning courses	Priority 1	Interview/Task
4 e)	Capable of working under pressure and to tight deadlines whilst maintaining accuracy and close attention to detail	Priority 1	Interview/Task
4 f)	Able to deal effectively with a variety of internal and external customers in a professional manner	Priority 1	Interview
4 g)	Ability to build strong relationships with stakeholders across different departments	Priority 1	Interview
4 h)	Sensitive to individual and cultural differences	Priority 1	Interview
4 i)	Awareness and adherence to issues of confidentiality	Priority 1	Interview
4 j)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 j)	Adept at tailoring content to diverse audiences, incorporating best practices to enhance engagement and retention. Experienced in handling challenging questions and facilitating difficult conversations with professionalism and empathy	Priority 1	Interview/Task
4 k)	Commitment to continuous improvement and creative ways of working, delivery of new projects and advancement of service provision	Priority 1	Interview/Task
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	Priority 1	Interview

5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Able to work flexibly – to include working remotely and undertaking travel to meet the needs of the role / service	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required