**JOB DESCRIPTION**

**Job Title:** Learning & Development Coordinator

**Reporting to:** Learning & Development Manager

**Location:** Hybrid Working (Average 1-2 Days per week in Basford, Nottingham)

At Salutem, we believe everyone should have the opportunity to live a healthy, active and fulfilling life, regardless of their background or disability. The aim of our homes is to provide a safe and stimulating environment for adults and young people.

**Job scope:**

Working within a team you will coordinate the delivery of high quality training learning and development opportunities across the Care and Education Divisions, ensuring we develop a skilled and competent workforce and meet the regulatory and statutory requirements in accordance with the People Strategy.

From inductions through to specialist training and qualifications, you will be the face of the Salutem Academy delivering a high level of customer service and administrative coordination to our Services.

**Job Responsibilities:**

* Provide administrative support to the Learning & Development Team.
* Be the first point of call for all learning & development queries providing excellent customer service
* Monitor and report on Group training compliance and support Locations to achieve their mandatory training target
* Manage training requests and enquiries by understanding requirements and using the Salutem Academy system
* Work with external training providers to source specialist training
* Monitor the attendance of training events, reporting on activities to support the Learning & Development Manager when making decisions on the viability of sessions
* Use internal communication platforms to promote learning opportunities
* Administrate our online learner management systems, monitoring tickets and ensuring the efficient use of systems within the organisation
* Support with the management of the Learning & Development budget
* Provide support for L&D initiatives and projects assigned by the Learning & Development Manager, Learning and Development Project Coordinator and Head of Talent & Wellbeing

This job description should not be seen as all encompassing, and the post holder will be expected to undertake any other responsibilities appropriate to the post identified by the company.

**Our Core Values**

* We are **Supportive** by promoting opportunities for everyone so they can reach their full potential
* We are very **Ambitious** to provide the best possible outcomes for the people who use our services
* We are **Loyal** because we put the people that we support and our staff at the centre of everything we do and we deliver on our promises. We also are committed to ensuring that our services are meeting the needs of all stakeholders
* We are **Unique** because we are ambitious and innovative about the diversity of the services that we provide without compromising quality
* We are **Transparent** by being open, honest and fostering a culture of mutual respect. We promote a culture where we learn by our experiences and we are committed to doing things better and setting the highest standards in what we do
* We are **Engaging** because we work in partnership with the people that we support, our staff and all our stakeholders
* We encourage everyone to experience a **Meaningful** life by being aspirational and by offering opportunities

PERSON SPECIFICATION

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| **Key Components** | **Essentials** | **Desirable** |
| **Qualifications** | * Business Admin or equivalent
* Customer Service or equivalent
 | * L&D Qualification
* HR Qualification
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| **Skills and** **Knowledge** | * Strong organisational and prioritisation skills
* Excellent verbal and written communication skills
* Intermediate to advanced knowledge of Word, Excel and PowerPoint
* Experience of using IT Systems
 | * An awareness of Skills for Care, CQC, Ofsted, Estyn
* Knowledge of the training cycle
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| **Experience** | * Coordination of events/ training/ apprenticeships
 | * Background in learning and development or HR
* Use of learning management systems
* An awareness of learning and development specific to social care, residential, supported living, learning disabilities, mental health and physical disabilities.
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| **Personal Attributes** | * Excellent communication and interpersonal skills
* Ability to work under pressure in a fast paced environment whilst maintaining a high quality of work
* Ability to work autonomously as well as in a team.
* Ability to use discretion and maintain confidentiality.
* Demonstrates adaptability and resilience
* Proactive problem solving and a growth mindset
* Personable and ability to build relationships
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