

JOB DESCRIPTION

JOB TITLE:	Learning and Development Coordinator
LOCATION:	Across Derventio Housing Trust's offices and project locations
ACCOUNTABLE TO:	Assistant Director of Operations (Midlands)

All contracts are based on a 40 hour week (pro rata + or -)

This role will require you to undertake a Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

JOB PURPOSE

You will be responsible for enhancing the skills, performance, productivity, and knowledge of employees.

Your key tasks are to:

- Create and implement learning strategies
- Design e-learning courses, career plans, workshops, and more
- Assess company-wide developmental needs and identify suitable training solutions for employees
- Arrange and drive training initiatives.

Essential:

- Work as part of a team to achieve required outputs.
- Act in line with agreed procedures and processes.
- Motivated to achieve performance targets.
- High standard of confidentiality and professionalism.
- Discretion, trustworthiness, tact and diplomacy to deal with highly sensitive matters.
- Experience with Microsoft Office and able to learn case management software.
- Good oral and written communication skills.
- Efficient, accurate and attention to detail.

DUTIES AND RESPONSIBILITIES OF THE POST

The principal duties and responsibilities of this role will include, but are not limited to, the following:

1. Develop and implement comprehensive learning and development strategies that support the organisation's objectives.
2. Design, implement, and monitor training programs and initiatives that enhance employee performance and ensure compliance with regulatory requirements.
3. Conduct needs assessments to identify skill gaps and training needs through surveys, interviews, and consultation with managers.
4. Develop educational materials, including e-learning modules, manuals, and guides, ensuring content is current, relevant, and engaging.
5. Facilitate training sessions, workshops, and seminars in-person and through digital platforms.
6. Evaluate the effectiveness of training programs using metrics and feedback to ensure continuous improvement.
7. Ensure all training programs comply with relevant legislation, policies, and procedures.
8. Develop leadership and management training programs to build a pipeline of future leaders.
9. Maintain accurate records of all training activities, attendance, and outcomes
10. Provide regular reports to your line manager on training progress and impact.
11. Arrange and monitor all external training providers that we work with
12. Foster a positive and collaborative team environment.

13. Adhere to the company's financial regulations, standing orders, policies and procedures, in particular: Health & Safety, Confidentiality, Data Protection, Professional Boundaries and Customer Care.

Carry out any other reasonable duties within the overall function, commensurate with the level of responsibility of the post. For operational reasons, we also reserve the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested.

DEVELOPMENT AND TRAINING

To respond positively to new and alternative systems and undertake training and development activities as identified.

HEALTH & SAFETY

To comply with relevant health and safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUALITY & DIVERSITY

To support, promote & comply with the Company's Equality & Diversity policies in the performance of the duties and responsibilities of the post.

CONFIDENTIALITY & DATA PROTECTION

The Company requires all employees to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All employees are subject to the Data Protection Act 2018/UK GDPR.

PROFESSIONAL BOUNDARIES

To comply with the Company's Professional Boundaries policy and maintain professional boundaries at all times in relation to clients/residents, employees and other organisations and people that we work with, in the performance of the duties and responsibilities of the post.

SAFEGUARDING

As part of your wider duties and responsibilities you are required to promote and actively support the Company's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

AGREEMENT OF JOB DESCRIPTION

I understand and accept the job duties and responsibilities as contained in the Job Description.

Sign: _____ Date: _____