

LEARNING AND DEVELOPMENT CO-ORDINATOR

Role Profile



Title	Learning and Development Co-ordinator	
Grade	GRADE D	
Reference:	N98I	
Reports to:	Safeguarding Business Manager	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	<p>To support the purpose of the Plymouth Safeguarding Children Partnership (PSCP) to provide multi-agency learning and development and ensure it is promoted and embedded in a way that local services for children and families can become more reflective and implement changes to practice (Working Together to Safeguard Children 2018).</p> <p>Provide first point of contact for all learning and development enquiries and purchase of safeguarding training and support packages.</p> <p>Support the PSCP Lead Learning and Development Officer to develop and produce an annual PSCP multi-agency training programme</p> <p>Provide administrative support for the PSCP.</p>	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Co-ordination and administration of a range of multi-agency learning and development activities and projects as directed by the Lead Learning and Development Officer (30%) Co-ordinate and maintain robust learning and development systems and processes (20%) First point of contact for learning and development enquiries and be responsible for all related administration (10%) Maintain an accurate training database to ensure accurate reports can be generated (20%) Provide general administrative support that meets the needs of the PSCP multi-agencies and the business unit staff (10%) 	Role measures <ul style="list-style-type: none"> Effective operation and delivery of learning and development of learning activities and projects Accurate, effective and robust learning and development systems which assures PSCP on effectiveness of multi-agency training activities and projects Published annual training programme Accurate reports available for managers Participant and provider satisfaction reported Update to date and frequently utilised media platforms (e.g. website and twitter)

	<ul style="list-style-type: none"> Support effective and timely communication of learning and development opportunities and business of the PSCP (10%) 	
Key activities	<p>Learning and Development Support (50%)</p> <ul style="list-style-type: none"> Establish and accurately maintain systems and procedures to ensure the efficiency and effectiveness of the PSCP learning offer Arrange hospitality, room layout and equipment, and virtual preparation via agreed platforms for participants attending workshops and events, liaison with trainers, booking training rooms, distributing course materials and ensuring required equipment, forums are available and in working order for the efficient running of all relevant events Develop and maintain accurate and easily accessible records and processes of all learning and development activities and processes including recording and monitoring attendance, ensure that staff required to attend specific courses are easily identified and followed up. Work closely with the Lead Learning and Development Officer to design and communicate administrative procedures for the booking of training courses Ensure evaluation forms are completed and returned for each training course; contributing to the identification of learning and developments needs of the PSCP through the completion of training needs analysis Co-ordinate and publish the PSCP annual training calendar Develop and maintain productive working relationships with the PSCP and providers and participants of training courses Producing and disseminating course certificates <p>Management information/data collation (20%)</p> <ul style="list-style-type: none"> Co-ordinate the monitoring and evaluation of PSCP training courses; producing accurate and up to date data analysis Assisting with periodic reporting as requested, such as creating and maintaining training activity records, updating training records and databases, and ensuring information is accurate and up to date, producing reports as required <p>Projects and Events (15%)</p> <ul style="list-style-type: none"> Co-ordinate and support delivery of a range of projects and learning events <p>General (15%)</p> <ul style="list-style-type: none"> Supporting the Lead Learning and Development Officer with projects as required including ensuring that all of the learning and development information contained on the PSCP website and twitter account is accurate, up to date and regularly maintained Developing and maintaining positive, collaborative working relationships with all PSCP agencies' staff to sustain the reputation of the PSCP as a customer focused function Attending meetings, taking notes and progressing actions as required 	

	<ul style="list-style-type: none"> ▪ Taking phone calls and responding to emails ▪ Answering queries by providing information and advice ▪ Meeting and greeting of visitors, trainers and participants of training courses ▪ Raising of purchase requisitions orders and tracking of payment ▪ General administrative duties, e.g. filing, photocopying ▪ Carry out other duties appropriate to the grade of the post
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ 2 GCSE's (Grade A – C / 9-4) or equivalent in Mathematics and English ▪ Excellent IT skills including proficiency in databases, and full Microsoft Office suite/MS Teams
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ CLAIT qualification or equivalent ▪ RSA II or equivalent in typing/word processing ▪ An understanding of the nature of work in child safeguarding
Essential experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of data production and reporting ▪ Experience of working in a fast paced customer focused environment ▪ Experience of providing support to meetings and events to enable them to run effectively
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of working with learning and management systems
Essential skills	<ul style="list-style-type: none"> ▪ Excellent interpersonal and customer-facing skills ▪ Evidence of strong administrative and organisational skills ▪ Ability to prioritise workload and multi-task effectively ▪ Ability to work under pressures whilst retaining a strong eye for detail ▪ Strong team player able to work effectively with diverse client groups ▪ Ability to assimilate information quickly and accurately ▪ Ability to work appropriately with highly confidential information ▪ Proactive and self-motivated customer focus with solution focused attitude
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	