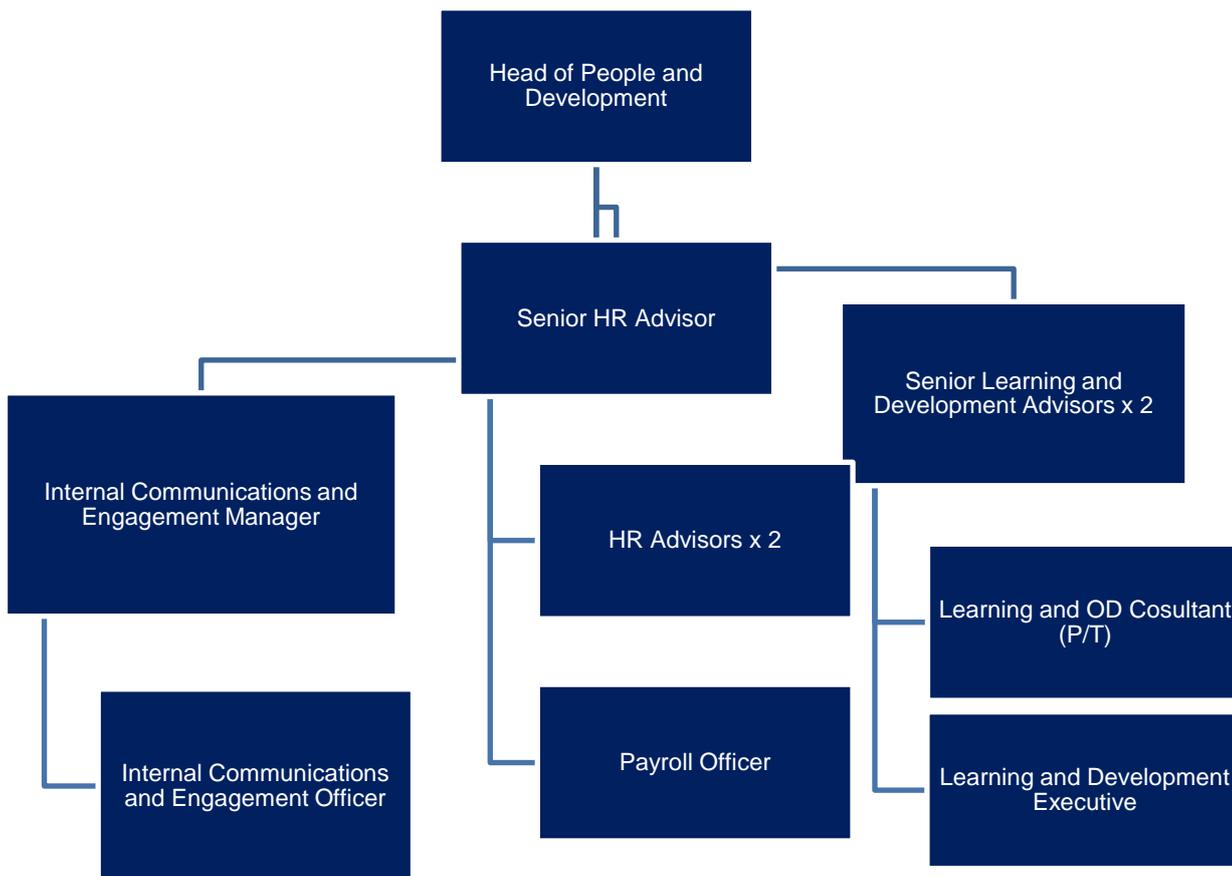


Learning and Development Executive

DIRECTORATE:	People and Organisational Development
SECTION:	Learning and Development (L&D)
REPORTING TO:	Head of People and Development
CONTRACT:	Permanent, Full Time



WORKING RELATIONSHIPS:

Inside Diabetes UK

Senior Learning and Development Advisors
 Wider People and Organisational Development directorate colleagues as shown in the organisation chart plus POD Director, HR Business Partners and Facilities management team
 Diabetes UK line managers
 Corporate Services Directorate especially IT and Finance teams
 Internal trainers from teams across the organisation
 Brand and Creative team

Outside Diabetes UK

External training providers

E-learning training providers including Charity Learning Consortium

OVERALL PURPOSE OF THE JOB

The Learning and Development Executive will support the senior Learning and Development advisors and Learning and Development consultant to provide an effective learning and development service. This will involve three key elements:

- Learning and Development administration and co-ordination
- Collation and analysis of Learning and Development performance data
- Delivery of introductory level training courses with support from the senior Learning and Development advisers

MAIN DUTIES AND RESPONSIBILITIES:

Deliver L&D training courses with support from senior L&D advisors

- Delivering entry level personal effectiveness courses by yourself e.g. time management
- Co-delivering training events as part of our wider in-house programme, in support of senior L&D advisors
- Co-facilitating the corporate induction event with the senior L&D advisor

Data collation, analysis and reporting

- Providing reports from relevant data bases and online tools (e.g. I ACCESS) on request. This is likely to include evaluation summaries, new starters lists
- Providing monthly compliance statistics around completion of compliance e-learning
- Creating and updating course information on I Access, including initiating evaluation workflows and analysing evaluation form scores and comments
- Analysing patterns and trends in evaluation summary reports, training attendance reports and allocation of funding
- Analysing patterns and trends in access to learning and development across groups across the charity

E-learning platform administration and development

- Working with the senior L&D advisor to maintain our e-learning platform, including identifying ways to improve the accessibility and marketing of the e-learning offer
- Working with the senior L&D advisor to develop our blended learning offer including setting up and running on-line webinars.

Provide support to L&D projects as required

- Carrying out a feasibility study and then implementing a move to a self-service L&D portal
- Supporting the organisation and administration of well-being initiatives e.g. yoga classes,
- Working with L&D advisors to keep the L&D pages of the intranet up to date

Manage the Learning and Development (L&D) in-box:

- Co-ordinating course bookings in Outlook and I Access (our HR database)
- Answering general queries about L&D matters, signposting to resources on our intranet where appropriate
- Acknowledging applications for funding, coaching and mentoring and liaising with the relevant senior advisor to agree actions
- Forwarding more complex queries to the relevant senior advisor for action
- Making bookings with external providers where necessary
- Identifying patterns and trends in queries and making recommendations about how we can improve the way we communicate with colleagues about L&D opportunities

Induction and onboarding

- Sending out new starter emails
- Setting up new starters on our e-learning platforms
- Monitoring completion of compliance e-learning courses
- Producing monthly reports of e-learning completion and chasing up non-compliance

Supporting senior L&D advisors in preparing course materials and venues:

- Printing materials for courses (e.g. work books)
- Undertaking research into agreed topics
- Ordering materials e.g. questionnaires
- Downloading delegate lists
- Booking internal rooms and making sure they are set up appropriately and all necessary equipment is available

Co-ordinate the annual in-house L&D programme

- Working with Head of People and Development and senior L&D advisors to put together an annual programme of training courses with dates, room bookings etc
- Creating and updating calendars on our intranet to advertise events
- Monitoring bookings and taking appropriate action when bookings are low
- Liaising with external providers where necessary to arrange for external trainers to deliver an event ensuring contracts and purchase orders are in place
- Raising purchase orders to confirm training bookings with external trainers
- Booking external venues where necessary for training events
- Meeting and greeting trainers, making sure the correct room set up and equipment are in place

Support the Head of People and Development in managing the L&D budget

- Raising purchase orders
- Maintaining the L&D budget spreadsheet
- Chasing up outstanding invoices with suppliers

Participate in the wider POD team, working closely alongside members of the POD team to provide an efficient, smooth and joined-up service to all colleagues.

PERSON SPECIFICATION:

The best person for this job will be able to:

- show potential to develop their skills to become a confident trainer
- use MS Word, Excel, Outlook and Powerpoint with confidence
- plan and organise a busy workload effectively to ensure they meet deadlines and maintain quality
- demonstrate a strong attention to detail in their work
- communicate confidently with a wide range of people both orally and in writing
- build effective relationships with others
- work collaboratively with others, showing enthusiasm in providing a support role in a team
- analyse data to identify patterns and trends and make recommendations for action
- demonstrate a strong commitment to diversity and inclusion to ensure that all colleagues have access to development opportunities and feel supported

The best person for this job will have experience in:

- providing administrative and co-ordination support to a busy team
- providing a central service to internal customers in a multi-directorate organisation, ideally across several sites
- working with databases to upload, edit and download data, produce reports and analysis patterns and trends in data
- building relationships with external providers
- working with on-line learning tools e.g. e-learning platforms
- basic budget administration
- delivering training to small groups

The best person for this job will be:

- qualified to CIPD Level 5 in L&D or be willing to work towards this qualification (or equivalent)
- interested in digital learning and communication technologies
- keen to develop existing processes, systems and procedures to make them more effective
- confident in working independently on projects in line with agreed objectives