Job Description

People Team use only	JE Code: G312

Job title	Learning and Development Co-ordinator
Grade	6
Service and team	People – Organisation Development Team
Directorate	Resources
Line manager	Digital Learning & Design Specialist
People management responsibilities	n/a

Job Purpose

The People team provide a collaborative, inclusive and professional service to our North Tyneside Council colleagues.

As a Learning and Development Co-ordinator you will be central to everything we do within the Organisation Development space. By providing a proactive, quick thinking and efficient approach, you will be key in supporting the delivery of Learning and Development (LD) to around 10,000 learners, both internal colleagues and external workforce e.g. social care services, schools, voluntary sector.

Our Learning and Development Co-ordinator is the primary point of contact for our customers, and we work in line with our customer first team to provide excellent customer service.

As Learning and Development Co-ordinator, you will work closely with your team and manager, whilst working closely with our wider People team community. This is a varied role in a fast-paced environment where you will have the opportunity to take part in business wide projects, embracing rewarding challenges.

What you'll be doing

- Work collaboratively with the OD team to administer all LD activity.
- Maintain the Learning Management System (LMS), including managing system roles, permissions, and audiences, updating learner profile information, creating/verifying learner accounts.
- Have a solid understanding of the Authorities relevant Policies and Procedures in which the OD team operates.

- Create certifications and courses. Adding learning activities such as e-learning, webinars, seminars and learning features e.g. electronic reminders, notifications and evaluations
- Complete the administration for financial processing, as required for LD activities e.g. raising purchase orders, processing invoices, producing budget reports
- Generate LD reports, monitor course progress and contribute to LD performance reporting. Complete analysis on reports as required.
- Be able to tackle any problems or challenges that may arise in relation to OD activities or events and be proactive in resolving any challenges in a timely manner, working with a range of different stakeholders to achieve the desired outcome.
- Administer LD webinars/events process and manage venue/catering bookings, minimum numbers, learner cancellations, registers, marking attendance/completion. Circulating joining instructions and pre/post work to learners.
- Support OD Leads with the development and drafting of training course material, ensuring the content is accurate and correct to the relevant subject matter.
- Publicise LD opportunities to relevant contacts and networks.
- Take a lead role in planning and organising OD sessions and ensure relevant actions are complete to allow the event to always run professionally.
- Meet and greet learners at events and be the primary point of contact all LD enquiries.
- Signpost and support all customers and resolve any issues that may arise by providing advice and coaching where possible. This often involves thinking quickly to resolve complex issues in tight timescales.
- Co-ordinate with the OD team to resolve complex queries and engage the LMS support team to resolve technical issues, whilst remaining the point of contact for the customer.
- Complete a range of different and often complex tasks in a very varied role. Can communicate and work with a very diverse customer group and can understand how to support different groups from a training perspective.

Any other reasonable task, appropriate to the grade of the post, as required by the Authority.

You need to have		**How we will assess these**
Knowledge	• Understanding of the importance of customer service • Knowledge of learning and development practices and principles	Application / Assessment

	• Understanding of Learning Management Systems and their features • Understanding of budget processes and record management • Microsoft Office 365 applications	
Qualifications, training and professional registrations	• 5 GCSE including Maths & English at grade A-C or equivalent	Application
Skills and experience	• Excellent communication skills, both written and verbal • Attention to detail and high level of accuracy. • Ability to persuade and influence a diverse range of stakeholders • Strong administrative skills, planning skills and organised • Ability to use initiative and make decisions independently • The ability to manage multiple tasks simultaneously and be able to prioritise • Ability to respond quickly to changing demands. • Work effectively as part of a team and own initiative on occasion. • Proficient in the use of technology and Microsoft Office 365 applications particularly Excel and Outlook • Experience of data collation, analysis and reporting on information • Experience of working in a busy administrative role • Experience of working with a variety of stakeholders	Application / Assessment
It would be nice if you also have		**How we will assess these**
Knowledge	Expertise in a Learning Management System	Application / Assessment
Qualifications, training and professional registrations	Business Administration or learning & Development Level 2 or higher	Application / Assessment
Skills and experience	Experience of budget processing and records management	Application / Assessment

Other information about the job	
Working Conditions	Office/Hybrid
Working Requirements and Arrangements	0.8 FTE (30 hours per week) Weekdays, shift pattern to be discussed with successful applicant Hybrid working arrangements negotiable after onboarding
Physical Requirements	n/a
DBS and Safeguarding Checks required	n/a
Politically Restricted	This post is not politically restricted under the Local Government and Housing Act 1989.
Please note: if you use your own vehicle for business, you must have a valid driving licence, MOT, and business use insurance.	

Our Values
We Listen | We Care | We Are Ambitious | We Are Good Value for Money
Equality, Diversity and Inclusion
We treat our colleagues, residents and service users with dignity and respect, value differences, and challenge discrimination. We build inclusive teams and encourage diverse voices to shape our work.
Corporate Parenting
We all share responsibility for supporting children in our care – acting in their best interests as any parent would. This is known as corporate parenting and covers anyone working for the Local Authority no matter what their job role is. We promote safeguarding and report concerns appropriately.
Climate Change
We are reducing our carbon footprint by using less energy, travelling smarter, and recycling more. We welcome innovation that makes our services more sustainable.