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| **JOB DETAILS** | |
| **Job Title:** | **Learning & Talent Coordinator** |
| **Function: Department** | **Learning & Talent Management** |
| **Location:** | **Milton Keynes** |
| **Reporting to: Reporting To** | **Leadership and Learning Manager** |
| **Effective Date:**  **Direct Reports** | **TBC**  **No Direct Reports** |
| **Financial Scope/Operating Budget/Revenue (P&L) (If Applicable)** | **£5k** |
| **Old DPG Grade/New DPG Band:** | **TBC** |

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| JOB PURPOSE & RESPONSIBILITIES |
| **Job Purpose:**  This role will be a key member of the wider learning and talent team, ensuring a flawless delivery of current and future learning and talent resources and programmes to our colleagues, and contributing to an overall positive colleague experience.  Working with both the immediate team, HR colleagues and stakeholders from across the business, this role will be essential in ensuring our learning and talent products reach our colleagues with the best possible impact.  As well as organisation of delivery and resources, the role will also get involved in supporting projects and / or leading projects within the team including identifying learning needs and developing solutions.  The expectation is that the job holder for this position will complete a Level 3 L&D practitioner apprenticeship as part of their role and will be supported to develop within both the team and the wider HR function with critical experiences and project involvement in different teams across HR. |
| **Key Responsibilities/Job Tasks:**  Please list the most important responsibilities (with a breakdown of Frequency against each e.g., sometimes, often, considerable etc).  Support deployment of learning, talent, performance and compliance solutions - organisation and administration of learning, talent, performance and compliance programmes, sessions, events etc. including the production of learning/talent events and curation of supporting content according to learning and organisational priorities.  Organise face to face and virtual events planning & coordination, venue and technology management and room bookings, invoice processing, participant coordination and communications.  Produce supporting materials and documents using design skills and where relevant e-learning modules.  Be the first point of contact for learner queries managing questions and the Learning & Talent inbox.  Deliver some core learning interventions using facilitation and training techniques both in virtual and face to face settings.  Evaluate training and track performance of programmes and facilitators understanding intended impact for the business and the overall learning cycle.  Support with simple learning curation on learning platform / LMS and promotion of this content to learners.  Support L&D and Talent projects in need identification, design, scoping and delivery and where appropriate participate in wider HR functional projects aligned to functional and personal development / apprenticeship requirement needs.  Partner with suppliers as required both sourcing and to manage contracting and evaluation processes.  Support with apprenticeship levy administration and onboarding apprenticeship providers. |
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The following sections consist mainly of a series of questions related to specific skills/job requirements. You should focus on the role rather than the individual when considering the most appropriate answer and should base the response on what you consider to be the normal features of the job which are typical of the job and its usual working conditions over the year.

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| **SKILLS & JOB REQUIREMENTS (Please complete where applicable)** |
| **Strategic Responsibility**  Please provide details of the level of responsibility the role has for setting strategy: (Please indicate if a role has accountability for setting or inputting into a specific strategy e.g., a Functional Strategy, please confirm if it is Significant)  The role will contribute ideas into shaping the strategy but will be more focused on execution and operational day to day activities. |
| **Business Knowledge**  Please provide details of how much business knowledge the role requires as a minimum requirement i.e. how much internal knowledge of the business is required, and how much if any external commercial awareness is required? Which teams does the role work closely with?  The role requires a foundational awareness of business structure and activities and understanding of key drivers of success and cost management in learning and talent solutions. |
| **Problem solving**  Please provide details of how the role resolves problems/issues on a daily basis: e.g. Does the role use straightforward common sense? Does the role make straight forward judgements and is guided by precedents? Does the role evaluate multiple sources of information in complex or novel situations? Does the role use other skills for problem solving? Does the role require advanced analytical thinking to develop innovative solutions to problems?  The role will require common sense along with basic logic, curiosity and confidence to solve basic problems. The role will need to take in more than one source of information to solve problems and suggest solutions, but these should be reasonably straightforward. As this is a new role, many activities may be new and therefore the role holder will be setting precedent and creating approaches and protocols. |
| **Decision making**  What level of **decision making** is required of the role and on what decisions does it impact? E.g., there is little requirement for decision making in the role, or role makes decisions within defined procedures, or role makes decisions within broad business guidelines where there are few or no policies available.  The role will be asked to make decisions within a framework i.e. budgetary, timebound etc and will have delegated activities that they will lead. As this is a new role there will be occasions where the role holder will need to propose a solution or approach that leads to a decision rather than following precedent or policy, but they will be supported in this. |
| **Communication**  Please outline the type of communication skills required: e.g., is basic common courtesy required, or regular exchange of factual information, or are influencing or negotiation skills required as an essential requirement of the role?  This role will communicate with a wide range of stakeholders from across the business and therefore will need strong communication skills to both share factual information, solve problems and negotiate with suppliers as required. |
| **Innovation**  To what extent does the role contribute to and manage change, e.g., suggest improvements to products/processes or contributes useful ideas or regularly recommends improvements on existing procedures and quality within own area, or develops/adapts new existing processes for increased quality/efficiency or continuously searches for improvements in techniques which add value to the business and has full responsibility and accountability for implementing these.  The role will be accountable for creating processes for learning and talent coordination and analysis. There will be an expectation for continuous improvement and innovation within this space as more technology and a wider learning and talent offer are introduced to the business. |

Please summarise the levels of minimum education, knowledge, skills and experience this position requires (e.g., if you would be recruiting to fill this position, what aspects of background or knowledge would you expect a successful job applicant to have?)

Note: This may differ from the current job holder’s own skills and experience

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| PERSON SPECIFICATION | |
| 1. Professional Qualification(s) | None required - expectation of completion of L3 L&D apprenticeship as part of the role. |
| 1. Knowledge | IT savvy with knowledge of and competence in the Microsoft suite of products – Excel, PowerPoint, Word etc.  An awareness of LMS, Basic learning design software such as Articulate, Rise, Page Tiger would be desirable.  A good knowledge of Microsoft Teams would be desirable along with experience in presenting/supporting facilitation via Teams and other platforms would be useful.  A basic awareness of LMS functionality and experience in supporting platform operation would be desirable but not essential. |
| 1. Skills/Ability | Strong organisational abilities with the ability to work independently to deliver results.  Customer (learner / colleague) focused with great verbal and written communication and interpersonal skills.  Data literate and with basic analytical skills  Can do mind-set to create processes and procedures and  Self-aware with a naturally inclusive approach  Problem solving and decision-making skills, able to create and deliver solutions.  **Domi DNA key ingredients**  Gets results.  Resilient  Adaptive  Listens and learns.  Communicates clearly.  Collaborative & Supportive  Inclusive |