



## Job Description

### Learning & Development Co-ordinator

**Hours per week:** 35 hours per week – predominantly Mon - Fri  
**Location:** includem Head Office, Glasgow - *blended office-based/working from home. With some travel to other includem offices*  
**Reports to:** Learning & Development Business partner  
**Line Management Responsibility:** Nil  
**Financial Accountability:** Low

### Purpose of the Learning & Development Co-ordinator Role

The Learning & Development Co-ordinator will support and coordinate includem's Induction and Training activity. They will ensure includem's teams are equipped to deliver professional, quality services which adhere to national standards, and which support children, young people and their families. The post holder will analyse and evaluate development and training activity to evidence the direct impact to quality services for children, young people and their families and the professional development of our business. In addition, the role is required to work in partnership with internal and external sources to ensure that our teams are fully aware of legislation and best practice initiatives impacting the sector.

### Key Activities & Tasks

- Collaborate with the L&DBD to plan and schedule on-boarding sessions and consult with hiring managers to select appropriate courses for new employees to ensure new hires are set up to receive the training and coaching necessary to become successful.
- Lead the planning, scheduling, coordination and delivery of all new employee onboarding activities and programs
- Maintain master schedule and coordination of all employee training programs
- Receive, coordinate and/or prepare materials for training sessions and workshops
- Track and report on all employee training activities
- Send out pre-work and post-work if applicable, and create and administer feedback surveys
- Send follow up notices to employees to confirm attendance to training programs.
- Assist in the set-up of systems and processes to enable L&D initiatives to be effectively implemented
- Collect data from course evaluations, to demonstrate ROI
- Assist in carrying out various process, procedures, projects, and duties throughout L&D and HR
- Schedule and attend meetings with internal and external stakeholders where Learning & Development is the key activity/focus



- Assisting with the development of the Learning & Development strategy with the L&DBP
- Keeping up to date with industry and legislative requirements to ensure training products and services are delivered effectively and in time.
- Maintaining all programs and databases which capture Learning & Development information
- Liaise with external stakeholders and suppliers of Learning & Development services and products to ensure includem offers and delivers optimum Learning & Development opportunities across the organisation
- Assisting with the scoping, development and delivery of bespoke training programmes
- Gather Learning & Development KPIs, reporting for HR Committee papers quarterly
- Attending appropriate forums
- Managing registration and applications with Scottish Services Council, Disclosure Scotland and Volunteer Scotland
- Attending forums, industry specific events, collages & universities to showcase and educate about what includem delivers.
- Commitment to includem's mission and principles.

#### Person Specification – Behaviours & Competencies

- You will be educated to SCQF Level 5 or have relevant skills and experience in similar
- Experience of working in the care/charity sector (preferred but not essential)
- Knowledge of the Scottish Social Services Council (SSSC) and Disclosure Scotland (PVGs, Disclosures)
- Demonstrate ability to work at the highest levels of confidentiality and discretion
- Exposure and understanding of multiple approaches to learning
- Ability to contribute to the scoping, developing and delivering of training materials to a wide and varied audience
- A fresh and vibrant attitude to product development and service delivery
- An analytical approach - able to produce clear, meaningful reports
- Excellent and confident communicator
- Strong administrative skills
- Confident and practised in the use of online applications – Outlook, Excel, Word, PowerPoint, Canva
- Experience of working collaboratively with internal and external colleagues
- Ability to engage and motivate others
- Resilient, flexible and adaptable, with ability to self-manage and work without supervision