

## Learning & Development Coordinator

**Job purpose:**

Working within the HR department the L&D Co-ordinator is responsible for the effective co-ordination, support and administration of Learning and Development activities and initiatives that deliver the Law Society's L&D strategic plan.

**Key Accountabilities**

- Represent L&D as the point of contact for internal and external stakeholders, providing first time resolution to general enquiries using appropriate forms of communication and escalate specific queries/ issues/ suggestions to the L&D Consultant, within agreed timescales & service level agreement.
- Manage and maintain administrative requirements for planning and operationalising all learning activities; from diagnostics through to evaluation of impact. Tasks include but not exclusive: logistics for learning activities, sourcing and booking venues and external suppliers, managing bookings and attendance, reporting on progress against learning targets, monitoring and reporting on L&D expenditure, and processing invoices for payment.
- Manage and maintain L&D systems and tools including the Learning Management System, Intranet, Preferred Suppliers List and L&D Budget Tracker.
- Supporting the wider HR team as cover, when required, and being an active member of the HR team in the delivery of the people strategy objectives.
- Embed Culture Code in all ways of working & all services & deliverables
- Promote a culture of inclusion in relation to L&D activities, making Diversity and Inclusion part of everything you do.

**General**

- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with The Law Society's Policies and Procedures.
- Undertake continuous personal and professional development.
- Make full use of all information and communication technologies in adherence to data protection/GDPR policies to meet the requirements of the role and to promote organisational effectiveness.

## **Knowledge, skills and experience**

### **Essential**

- Educated to A level
- Strong interest in pursuing a career in Learning & Development
- Strong Microsoft Office 365 skills, especially excel and powerpoint
- Strong analytical skills, comfortable with data & with an attention to detail
- Demonstrates ability to plan ahead, manage expectations, problem solve, a can-do attitude, and work pro-actively and unsupervised.
- Demonstrates a focus on the customer and service excellence, continuously looking to improve the experience
- Comfortable working on multiple activities and supporting concurrent projects.
- Confident communicator able to interact with internal and external stakeholders, including third party service providers.

### **Desirable**

- Experience of working within a Learning/ Training/ Development environment.
- Have an understanding of the end to end learning cycle from diagnostics through to evaluation and an appreciation of different ways of learning; 70:20:10.
- Working knowledge of Learning Management Systems (training will be given to achieve the required standard)
- Working knowledge of how to use an intranet to communicate learning opportunities
- Experience of implementing L&D operational frameworks and standards
- An interest in applying digital technology to enable learning
- Experience of working with & managing budgets.

## **Planning & Organising (Core Capability):**

- Organising the administrative requirements to enable delivery of learning initiatives within agreed SLAs.
- Managing and maintaining the L&D calendar for all L&D, identifying risks and issues and addressing or escalating as required.
- Co-ordinating and scheduling L&D events across the organisation including eg: Learning at Work Week, performance appraisal & development needs analysis, and HR driven people change projects.

## Dimensions

### Reports to:

Head of Capability & Talent

### Operating environment:

Approx. 400 employees across the business

10 staff in the People, Planning and Performance Department

Customer focussed, business driven requiring frequent contact with stakeholders

Line management responsibilities – none

Able to work flexibly, 17.5 hours per week

### Financial responsibility:

None

### Location:

113, Chancery Lane, London

