

Job Description

Learning and Development Coordinator Charitable Operations

Purpose of the role

To support all administration aspects of Charitable Operations training delivery. Including engaging with trainers, coaches and colleagues, coordinating training events, maintaining learning materials, and ensuring that reporting and attendance records are presented and evaluated effectively.

Key Accountabilities

Training:

- Supporting the Learning and Development Team to ensure the successful delivery of all learning interventions.
- Maintain all learning and development documentation.
- Coordinate all Charitable Operations training for all trainees.
- Set up all new starters within Charitable Operations with their appropriate system logins.
- Acting as the first point of contact for colleagues on learning and development projects and training.
- Sending joining instructions, keeping records, logs and the training calendar up-to-date.
- Review all stages of training evaluation.
- Assisting in ensuring that programmes are administered, materials produced and team are scheduled for coaching sessions and delivery.

Communication:

- Support the Learning and Development Team during periods of peak demand or absence.
- Provision of monthly reports to Operational Business Support to measure not only the quality of employees within Charitable Operations, but also the effectiveness of the Learning and Development Team in driving quality upwards.

Evolve:

- Use alternative methods and technology to gather feedback about learning and development.
- Work with external organisations to ensure that Motability is at the forefront of best practice and to benchmark our performance against other comparable organisations.
- Be a role model of our values and behaviours, reinforcing these within your team and across the business.



Customer Focus:

- Be a strong customer voice within the business, demonstrating a clear commitment and passion for high-quality customer service.
- Be the ambassador for doing what is right for our customers, acting as a moral compass for others to follow.
- Demonstrates a positive mind-set and encourages employees to focus on what we can do for our customers.

Planning and Organisation:

- Strong organiser with excellent planning skills.
- Able to manage complex workloads and priorities.
- Able to cope in a fast paced environment where priorities may change at short notice.
- Able to analyse and interpret data to identify trends.

Continuous Improvement

- Use data and feedback to refine and improve our learning and development offerings.
- Demonstrate a desire to develop your own skills and experience for the benefit of the organisation and the customer.

Experience, Technical Skills and Knowledge

Essential:

- Database administration and reports generation experience.
- IT literate with a strong working knowledge of Word, Excel and PowerPoint.
- Worked within a coordinating role.
- Strong team-orientated approach.
- A confident communicator, able to deal comfortably and credibly with individuals at all levels.

Desirable:

- Knowledge of the learning cycle.
- Experience of designing and delivering learning and development solutions within a customer service environment.
- Experience of working with vulnerable customer groups.

Reporting line

Reports to: Training Team Manager.

Key Interfaces

- Motability employees.
- Motability Operations employees.
- External training providers.





Resources, scale and scope of role, location and any travel factors:
Office is Harlow based with the option to apply for blended and flexible working.



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