



## Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Learning and Development Coordinator
Job Reference	712663
Service	Quality Assurance and Safeguarding Standards
Team	Children's Services Workforce Academy
Location	Hybrid: Home & Shute End
Reports to	Learning and Development Manager
Responsible for	N/A
Grade	6
Contract Type	Permanent
Hours	Full-time (37 hours a week)

Main Accountabilities	
1.	Support the effective and efficient promotion and delivery of learning and development provision within the Children's Services Workforce.
2.	Diary & training calendar management, monitoring and answering email and telephone queries to ensure outstanding tasks are followed up and dealt with to the satisfaction of both the customer and the council.
3.	Support the production of various types of documents including routine correspondence, letters, reports etc. Update and maintain accurate spreadsheets and documents. Ideally having a good working knowledge of Microsoft Office Suite of packages and be confident to learn how to use new systems.
4.	Assist with the creation and collation of service specific information e.g., newsletters, bulletins, training information and promotional material for distribution.
5.	Organising training events, including liaising with trainers and venues to secure bookings and undertaking event set up processes including loading to MyLearning booking system.
6.	Monitoring, responding to and flagging issues with course bookings and training programmes.
7.	To establish and maintain administrative procedures and processes across mailboxes and recording systems.





8.	To raise requests for goods and services, keeping a record of all expenditure and passing invoices for payment.
9.	Collate evaluation data assisting with analysis and update spreadsheets to facilitate accurate reporting.
10.	Attend meetings as required and take notes of relevant actions.
11.	To work within data protection legislation, policies and procedures, by maintaining accurate up-to-date records in accordance with the Data Protection Act, ensuring data is stored accurately to enable efficient retrieval.
12.	Uphold the Customer Care Charter at all times and work professionally in accordance with the Council's policies, procedures, standing orders and financial regulations.
13.	The postholder maybe engaged in other duties as delegated by their line manager as deemed appropriate to the grade including supporting other statutory services within the directorate.

Person Specification	Essential	Desirable
<b>Education/Qualifications</b>	GCSE English (or equivalent)	GCSE Maths and English at Grade A*-C / 9-4, or equivalent. Business administration or related vocational qualification.
<b>Experience</b>	Experience of administrative, coordination, or business support roles Confident user of Microsoft Office applications (Teams, Outlook, Word, Excel, PowerPoint).	Experience coordinating training, learning and development, or events. Experience working within local authority, social care, or public sector settings. Experience managing procurement processes, raising purchase orders, or handling invoices. Experience supporting evaluation processes and analysing training feedback data.
<b>Skills/Knowledge</b>	Excellent literacy & numeracy skills Experience communicating with a range of stakeholders including internal colleagues, external partners, and members of the public. Strong organisational skills with the ability to manage competing priorities calmly and effectively. Excellent written and verbal communication skills, with attention to detail and accuracy. Ability to produce clear, professional documents, correspondence, and reports. Ability to quickly learn new digital systems and processes (e.g. booking platforms such as MyLearning).	Knowledge of learning management systems (e.g. MyLearning). Understanding of children's services or safeguarding frameworks. Experience creating newsletters, bulletins, or promotional materials. Familiarity with basic financial monitoring.

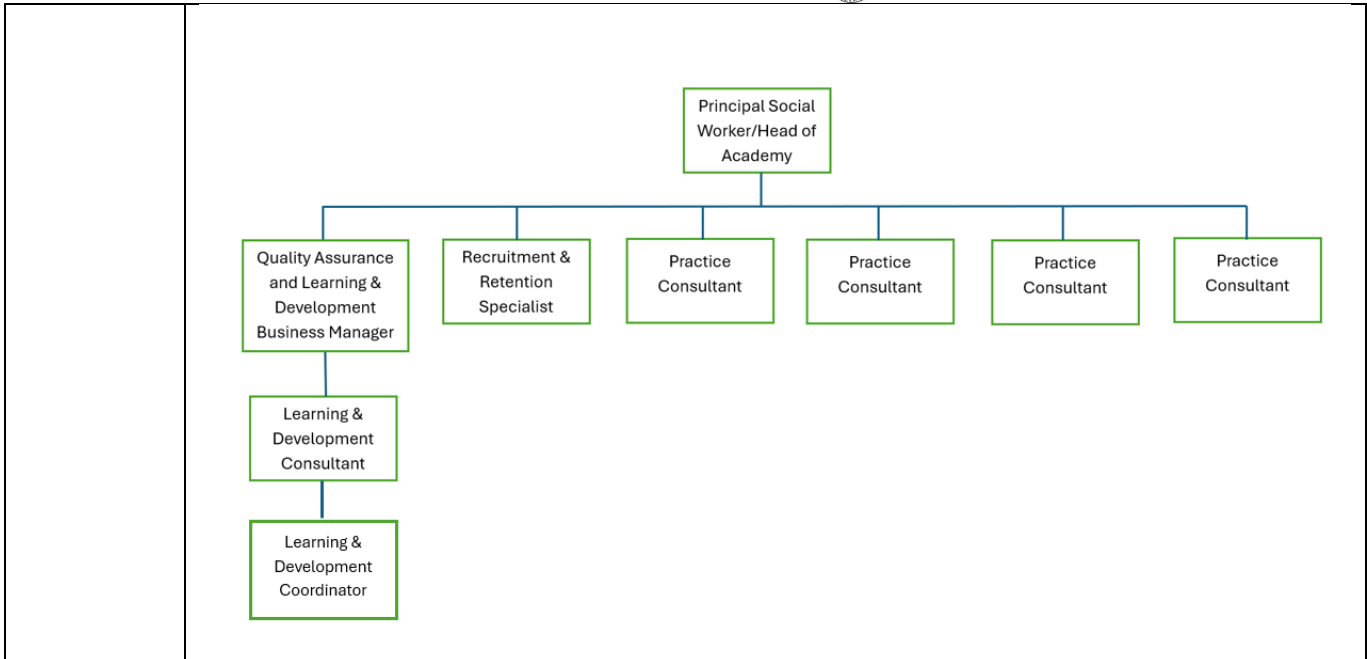




	<p>Understanding of data protection principles and the importance of confidentiality.</p> <p>Ability to work independently and as part of a team.</p>	
<b>Behaviours/Attributes</b>	<p>Professional, reliable, and motivated with a proactive approach to tasks.</p> <p>Strong relational skills and ability to build positive working relationships across teams.</p> <p>Customer-focused, with a commitment to high-quality service delivery.</p> <p>Flexible and responsive, able to adapt to changing demands.</p> <p>Demonstrates a commitment to equality, diversity, and inclusion.</p>	<p>Creative and willing to contribute ideas for improving processes or enhancing the learning offer.</p> <p>Comfortable working with occasional ambiguity and helping shape emerging systems and approaches.</p>

Purpose Details	
<b>Service Purpose</b>	<p>The Children’s Services Workforce Academy forms part of the Quality Assurance and Safeguarding Standards (QASS) service. Its purpose is to strengthen and enhance practice with children and families across the wider children’s services workforce by building knowledge, skills, confidence, and resilience.</p> <p>The Academy delivers a range of specialist functions, including learning and development, recruitment and retention, and practice consultation. Through these strands, the Academy aims to develop and sustain a skilled, stable, and motivated workforce - one that thrives together and makes a lasting, positive difference for children, young people, and families.</p>
<b>Role Purpose</b>	<p>The Learning and Development Coordinator plays a vital role in ensuring the effective and efficient delivery of the Children’s Services Workforce Academy’s learning and development offer. The post holder provides high-quality coordination, administration, and operational support across a wide range of training and workforce development activity, enabling the Academy to function smoothly and responsively.</p> <p>Working closely with managers, practitioners, wider council colleagues, external trainers, partner agencies, and members of the public, the role ensures that learning opportunities are well-planned, accessible, and delivered to a consistently high standard. This includes supporting end-to-end training processes, maintaining accurate systems and records, promoting learning offers, and helping to create a positive experience for delegates and trainers alike.</p>





### Supervision and Relationships

<b>Supervision Received</b>	Supervision will be provided on a regular basis by the line manager
<b>Supervision Given</b>	Not applicable
<b>Contacts</b>	The postholder will liaise with the Academy team, and officers across the Directorate and the wider Council. In addition, they will develop and maintain a range of contacts and working relationships with external Partners.

### Resources/Budget Management

Not applicable

### Special Requirements

A basic DBS check will be required for this post.  
Understand and follow data sharing and confidentiality boundaries.

### Occupational Health Risk Assessment

	Details
<b>Skin/Respiratory Sensitisers</b>	No





Working at Height	No
Exposure to Noise (>80-85dB)	No
Confined Spaces	No
Frequent Display Screen Equipment Use	Yes
Driving for Work	No but travel to office location for some of working hours is required
Hand Arm Vibration	No
Lone Working	No
Healthcare/Social Contact with Patients	No
Blood Borne Viruses Exposure	No
Food Handling	No
Working with Animals	No
Specialised Medical Screening	No
Night Working	No
Safety Critical Work	No

Nature of the Role	Details
Healthcare or Hospital Work	No
Working with Children (under 18)	No
Working with Elderly/Vulnerable Adults	No
Work Environment Details	Hybrid - Council office and home

Role Involvement	Details
Working with Children	No
Working with Vulnerable Adults	No
Both of the Above	No
Providing Care/Supervision for Children	No
Providing Care/Supervision for Vulnerable Adults	No
Both of the Above	No





None of the Above	Yes
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Disclosure and Barring Service (DBS)		Details
DBS Requirement	Basic level	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK ( <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> )	

Re-checks
As required

Evaluation Declaration	
Date of Evaluation:	March 2026
Evaluated by:	HR Team

