

HOLY CROSS HOSPITAL

JOB DESCRIPTION AND CANDIDATE PROFILE

Job title:	Learning and Development Coordinator
Responsible to:	Human Resources Manager (HRM)
Accountable to:	HRM & Clinical Practice Lead
Other Key working relationships:	All managers and staff, Support Services, Reception, external providers and students, colleges

1. JOB SUMMARY

The Learning and Development Coordinator (LDC) is responsible for contributing to the implementation of the Learning and Development Strategy, Policy and Plan. The LDC ensures that all planned training, both clinical and non-clinical, is communicated to employees and attendance is recorded and monitored to ensure that employees have the skills and knowledge required to deliver high quality, patient-centered services.

The post holder will provide administrative support to the Clinical Practice Lead (CPL) and will work under the overall supervision of the Human Resources Manager (HRM).

2. MAIN DUTIES AND RESPONSIBILITIES

2.1 Learning and development
Support the CPL in the development and roll-out of the annual clinical training program; with the CPL review clinical training each year to ensure it is compliant with Skills for Health Core Skills Training Framework and in line with the organisation's strategic priorities.
Under supervision of the HRM create a training plan for non-clinical training (e.g. communication skills)
Plan and implement individual induction programs for new non-clinical employees, in liaison with HR
Continuously review systems and procedures to ensure training provision is efficient and cost-effective
To be the point of contact for trainers and staff for any Learning and Development attendance or record-related queries or questions they may have
Maintain Holy Cross Intranet site ensuring eLearning area is monitored and e-learning materials are updated with content provided from subject matter experts; weekly

automated reminder emails are triggered; and automated training completed emails are received and logged.
Provide help to any staff who need assistance completing their eLearning as required
Encourage all employees to drive their own career development
Provide support and advice to internal customers regarding best fit solutions and development/sourcing of external delivery training partners
Establish and maintain network of contacts for assistance with training provision
Provide key data, analytics and outcome measures for the Leadership Team, and a quarterly report for Advisory Committee. Evaluate performance and provide recommendations where required
Maintain up to date knowledge of learning and development best practice, such as e-learning, and support development of local practice when applicable.

2.2 Administration
Keep Excel updated hat lists appropriate training for each staff group eg Admin, Clinical
Communicate training dates to all staff on a weekly basis, ensuring reminders are sent to all staff
Provide training attendance lists for course tutors of classroom training, taking information from ward rotas
Maintain the training database ensuring all training records are accurate and up-to-date, updating staff training only when certificate received
Write to all employees, at the end of the calendar year, to inform them of the training they have completed and the training they are still required to complete
Monitor and record attendance, chase up employees when training is overdue or there is non-attendance, informing manager, HRM and CPL as appropriate
File attendance lists and use to provide training attendance information to ward administrator weekly to ensure overtime is paid where appropriate and evidence of training attendance
Add new employees to Intranet eLearning site and send out 'Welcome email' with E-Induction instructions, 'E-Induction in Progress email' and 'E-Induction Completion' email
As part of the wider HR/L&D function support with HR Admin activity to cover absence

2.3 External training & Events
Help with organisation of the annual Celebration of Learning & Development Day, in September, taking guidance from CEO and HRM.
As required, attend careers fairs with CPL and/or HR team in promotion of apprentices
Update the multimedia content of the organisation's web and conference page.
Book external training courses at Holy Cross, as required, maximizing attendance of external delegates

Ensure attendance numbers make courses viable; log and track L&D invoices
Proactive communication and query resolution with course tutors, delegates, caretakers, catering, accounts & reception to ensure successful events
Co-ordinate logistics of external courses/events that are hosted at Holy Cross.

2.4. Personal development
Be committed to further development of own skills and knowledge actively seeking learning opportunities as appropriate.
Participate in in-service training and provide feedback on courses attended.
To attend and successfully complete all mandatory training to the required standard

2.5 Health & Safety
Work at all times within the scope of the Health and Safety at Work Act of 1974 and the hospital policy for reporting of accidents, incidents, hazards and risk management.
Observe good practice with regards to using display screen equipment and participate as required in work-station risk assessments.
Maintain and protect the safety, confidentiality and dignity of patients and families.
In area of responsibility, seek to maintain a clean, safe, secure and tidy environment.

2.6 General
To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to the hospital's confidentiality policy for all staff.
Maintain the principles of the Data Protection Act of 2018 both within and outside of the hospital environment and act in accordance with the hospital's Data Protection Policy.
Comply with all requirements regarding the use of information technology and the Hospital's electronic filing systems.
Be aware of the Equal Opportunities Act and how it is implemented within Holy Cross Hospital and promote the effective implementation of the Hospital's policy

.... / see next page for Person Specification

Person Specification

		ESSENTIAL (E)	DESIRABLE (D)
Qualifications	Administration qualifications and/or experience Qualification and/or experience in L&D including blended learning systems	E E	
L&D experience / knowledge	Logistical planning and delivery of training events Competency frameworks / appraisal systems Updating of training materials, including e-learning Researching and sourcing training providers Training Needs Analysis & Budgets	E E E	D D
Soft Skills	Interpersonal skills An ability to advise and inform others clearly Initiative Excellent time management Organisational skills Stakeholder management Communication – written & verbal (must be able to write, understand and speak English to understand instructions and follow hospital policies and procedures)	E E E E E E	
Technical Skills	Microsoft 365 skills (Word, Outlook, Excel, Powerpoint) Access Database Learning management systems Data input & reporting	E	D D D

	Web design - Updating of website/intranet		D
	Setting up audio-visual equipment		D

This job description represents an outline of the main components of the job and is not intended to be exhaustive. It may, with consultation, be subject to additions and amendments as the need arises.

It has been checked for overt or implied discrimination within the scope of the Hospital's policies on equality and diversity and none was found.

This job description has been agreed between the post holder and the person to whom they are accountable.

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 Post holder Print name

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 Date

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 HR Manager Print name

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 Date