

Job Title: Learning and Development Coordinator
Salary: £27,000 per annum
Hours: Full time, 35 hours per week
Reporting into: Head of Quality and Training
Team: People and Culture Team

Job Purpose:

The Learning and Development Coordinator is a vital part of Centre 404, helping to ensure timely, accurate access to learning and development for staff across the organisation by managing learning systems, coordinating onboarding and training, and driving continuous learning practices.

The role is crucial in reducing risk around regulatory non-compliance, supports upskilling our workforce and their capabilities, and embeds a culture where learning is visible, measurable, and easy to access.

Working with the management team, you will gather and input data into a range of databases, including any new systems adopted by Centre 404, handling sensitive information in line with best practice for confidentiality and the General Data Protection Regulations.

Key Outcomes (12-month priorities)

Area	Outcomes
Training booking and calendar management	- Maintain a fully operational training calendar with bookings, rooms and communications managed centrally and consistently each month with 100% of scheduled internal courses published at least 4 weeks in advance. - Attendance and absences fully captured for all training sessions.
PeopleXD Learning Module implementation and maintenance	- PeopleXD (HR system) configured with enrolments, reminders, future learnings and attendance capture for all learning offers. - Accurate, accessible compliance dashboards available to managers with monthly compliance review that refreshes automatically.
Compliance tracking and regulatory readiness	Mandatory training compliance tracked, escalated and brought to target levels across services each month with organisation-wide mandatory training compliance over 95% within 4 months, and any non-compliance escalated immediately.
Training reports	Provision of monthly operational reports and dashboards that highlight non-compliance risk, training uptake and improvement trends.
Onboarding and induction support	Clear onboarding pathway with scheduled induction sessions, required learning and clear tracking for all new staff with 100% of all new starters' complete induction training on time
Standardised learning and development offer	Standardised learning and development processes documented and rolled out across services
Stakeholder management	Monthly training and learning compliance review meetings held with each service; training plan updates informed by those reviews.

	Proactively engage with external trainings providers to source best training that is also cost effective
Communication	- Internal learning and development communication standardised - Response to training and development queries responded in timely manner - Learner and manager feedback gathered systematically and used to make improvements to learning offers.

Additional Information re Responsibilities

Learning and Development Coordination

- To co-ordinate the training calendar by booking training courses, booking rooms, sending training calendar out, managing bookings and spaces for training, and collecting training attendance.
- Lead on implementing and maintaining the PeopleXD Learning Module, ensuring training data and compliance reports are accurate, automated, and accessible.
- Assist with compliance management by tracking mandatory training, run compliance reports, and support managers to stay up to date with learning within their teams
- Assist in the development of learning materials
- Support onboarding and induction programme of new staff and refresher training for existing staff
- Produce actionable reports and dashboards to inform managers, reduce training non-compliance risk, and demonstrate improvement.
- Gather learner and manager feedback, identify barriers, and propose enhancements to learning and development offers

Developing and Maintaining a Quality Service

- Oversee, coordinate and collect data from managers to enable Dataset database to be kept up to date.
- Carry out audits of learning records and course offers to identify errors, gaps, or improvements.
- Ensure all learning activity and record-keeping meet regulatory readiness (e.g. CQC, OFSTED), contractual, and internal quality standards, escalating any non-compliance to managers and Head of Quality and Training. For example, ensure new starters complete all mandatory training within their first eight weeks
- Maintain accurate training compliance data and provide reports to managers
- Work with Head of Quality and Training, managers, trainers, and HR to design accessible processes and standardise operational procedures relating to learning and development
- Contribute to quality improvement plans, implement agreed changes, and monitor their impact on service quality and outcomes.
- Collect and analyse learner feedback, attendance, and any other relevant data to lead improvements in training designs, access, and support.
- Provide guidance and training to staff and managers on systems and quality expectations to maintain consistent practice across services.
- Maintain and report key quality indicators (e.g., training compliance) and use this data to recommend and track improvement actions required.

Person Specification

	(E) Essential requirements	(D) Desirable requirements
Personal Attributes	Discretion, trustworthiness and a strong commitment to the importance of maintaining confidentiality	E
Knowledge / Understanding	Good basic education or equivalent professional qualification	E
	Understanding of importance of data protection and relevant regulations	E
	Experience using or implementing HR or learning systems (e.g. PeopleXD, Nourish, Charity Log or any other learning systems)	E
	Able to extract and interpret data from learning systems; and produce clear, actionable reports and dashboards for others	E
	Familiar with statutory and social care specific training requirements, core competencies, best practices and recognised frameworks used in social care	D
Experience	Experience of working with people with learning disabilities or another vulnerable client group	D
	Understanding of person-centred and values-based approaches when working with others or willingness to undertake relevant training towards this	E
	Experience of developing and maintaining efficient administrative systems	E
	Experience delivering a high standard of service to colleagues or external partners; skilled at managing enquiries, providing clear guidance, resolving routine issues and escalating complex matters professionally.	E
	Experience in designing and applying simple evaluation methods (feedback surveys, competency checks) to measure learning impact	D
Skills / Abilities	Build and maintain effective relationships with training providers, and external partners to source courses, ensuring external learning offer aligns with Centre 404 standards.	E
	Maintain accurate records, enrolments, compliance logs and audit records	E
	Excellent communication skills with all stakeholders including staff and other professionals	E
	Produce clear, professional reports, confidently use Microsoft Office including Excel, email and internet tools for stakeholder engagement, and learning platforms for record-keeping.	E
	Excellent numeracy skills by interpreting compliance figures, monitoring targets, calculate completion rates and present accurate figures that inform workforce planning and leadership decisions.	E
	Collaborate with managers, trainers and HR to integrate learning into service delivery, support others with systems use, and contribute to quality improvement initiatives.	E
	Able to work unsupervised and use initiative to organise own workload effectively, managing priorities appropriately	E
	Commitment to concepts of equality, inclusion and diversity and ability to handle confidential and sensitive information appropriately	E

Centre 404 is committed to safeguarding and promoting the welfare of vulnerable individuals, and we are looking to recruit people who share these values.

Mission, Beliefs and Values

Centre 404 is working towards a world where people with learning disabilities and their families have the support they need to flourish and enjoy the same rights, freedom, responsibilities, choices and quality of life as people within the wider community.



Centre 404's **Beliefs** and **Values** are deeply rooted in the way that we work and will continue to underpin the future direction of the charity.