**Position:**  Learning and Development Coordinator

**Location:** Liverpool (Central Support - Wavertree Technology Park)

**Vacancy:** Permanent - Full Time

**Salary:** £22,000 - £26,000 PA depending on experience

**Hours:** 37.5

Gray Healthcare is a specialist health and social care provider, supporting people with complex challenging needs, disabilities and long-term conditions looking to step back into the community from long-term in-patient support services. At Gray Healthcare, we offer our own dynamic approach to care, enabling people to move back into their own homes - into their own communities – giving them control of their life. We create a bespoke support package for each individual with care support from our own multi-disciplinary team, adaptable to meet all current and future needs.

**Main Responsibilities:**

* Reporting to our Head of People.
* Overseeing all elements of Grey Matter Learning (our Learning Management System).
* Allocating learning, overseeing compliance figures, liaising with regional and area managers around compliance.
* Booking venues, sending invitations and monitoring self-serve booking system.
* Organising and sourcing training for new and existing staff based on person we support needs.
* Having oversight of company TNA with quality, clinical and operational colleagues.
* Liaising with internal and external trainers as appropriate to ensure training is delivered effectively.
* Producing management information reports using Excel pivots and charts.
* Creating and reviewing and enhancing training collateral.
* Assisting in L&D action plans in packages of non-compliance.
* Working effectively with HR and operational colleagues driving tasks through to completion.
* Keeping momentum and following up on training sessions ensuring sessions are completed in a timely manner, coordinating feedback of sessions re satisfaction levels.
* Facilities management arranging rooms, equipment and sending out pre-coursework where necessary.
* Administrative tasks linked to central support and day to day operations (on call switch overs/post/room bookings/phone calls).

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| CRITERIA | ESSENTIAL | DESIRABLE |
| **Qualifications / Experience** | * GCSE grade C or above (4+) in English and Mathematics or equivalent * Previous experience within a similar learning and development or training role. | * CIPD, business administration or equivalent qualification |
| **Knowledge / Skills** | * Excellent communication skills both written and verbal * Creative flair for generating learning ideas   Excellent attention to detail   * Enthusiastic and motivated * Ability to problem solve and seek solutions when challenges are presented * Proficient user of IT programs including Word, Excel, Outlook, PowerPoint * Knowledge of Microsoft Excel formulas, pivots and charts * Excellent organisational skills * Ability to interpret data for reports and analysis | * Understanding of CQC learning and development requirements * Genuine interest in working within vulnerable adults in a community setting * Mental health sector knowledge |
| **Attitude** | * Dynamic individual * Positive self-starter * Can do attitude * Resilient * Tenacious * Good attention to detail | * Willingness to travel |

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| **Location** | Liverpool (Wavertree Technology Park) |
| **Salary** | As per your contract of employment |
| **Hours** | 37.5 |
| **Leave** | 33 including public and bank holidays |