



The Richmond Fellowship  
Scotland

## Role Profile

<b>Job Title:</b> Learning & Development Coordinator
<b>Reporting to:</b> Regional Learning & Development Manager
<b>Salary:</b> Fixed salary - £32,951 per annum
<b>Hours:</b> Full time – 35 hours per week
<b>Purpose of the Post:</b> <p>This role is key to supporting the organisation in meeting its strategic aims, by ensuring the design, delivery, and co-ordination of a range of learning and development interventions, primarily online learning solutions and digital resources.</p> <p>The post holder must be an excellent communicator and skilled facilitator, engaging and involving learners, enabling others to thrive in their work by supporting the achievement of learning outcomes and development opportunities.</p> <p>The post holder will ensure that goals are achieved on several projects and programmes across the Learning and Development team and wider organisation, contributing towards creating a positive learning culture. The role will support with ongoing coordination, administration and evaluation of training and consult, inform and update stakeholders in relevant plans and developments for new learning opportunities to meet service and organisational requirements.</p>
<b>Key Responsibilities:</b> <p><b>Develop a range of learning and development opportunities</b></p> <ul style="list-style-type: none"><li>• Under the guidance of the L&amp;D Manager, support with the design and delivery of flexible and creative training solutions and learning materials to support programme delivery.</li><li>• Developing a visual approach and creating source material for innovative learning solutions which address and satisfy agreed design briefs and specifications at the highest standards from storyboarding to final production including accessibility and inclusion needs.</li><li>• Respond to emerging learning needs with outcomes-focused learning interventions using a variety of approaches.</li><li>• Contribute to our blended learning approach designing and creating engaging, compelling on-brand online learning lesson content.</li><li>• Using digital and digital learning authoring tools – ideally Adapt Builder and Articulate 360</li></ul>

- Building digital learning projects from scratch – including design, storyboard and development.
- Support new innovations and initiatives for digital learning, including working in partnership with subject matter experts and technical specialists to plan, develop and implement new courses and content.
- Publishing digital products to TRFS' Learning Management System
- Where needed, creating digital media, including video, and digital animations, illustrations, and interactive design for static and mobile delivery platforms using, for example, Adobe creative cloud software.
- Working as part of an agile delivery o project team using project management methodology, to deliver projects on time to required levels of quality.
- Assist in the development of new learning and development opportunities, keeping abreast of new approaches within our spheres of work.

#### **Deliver effective communication and learning engagement**

- Ensure effective communication networks are established and maintained with key stakeholders, working within existing communication channels to ensure relevant information is disseminated to as required.
- Contribute to organisational strategic goals based on sound understanding and analysis of organisational and service specific training and development needs.
- Ensure any agreed quality improvements are communicated to operational staff to ensure the organisation continues to deliver quality, safe services.
- Represent and promote the organisation in a positive manner.

#### **Administration**

- Perform administrative tasks related to the function and projects in line with procedures and policies.
- Submit expenses and to the L&D Manager where applicable.

#### **Quality, evaluation and reporting**

- Collect and analyse data and insight to seek out change, innovation and improvement in our approaches to learning.
- Review and adjust training as necessary in conjunction with our quality assurance processes.
- Contribute to the evaluation of Regional and National learning opportunities in line with the quality agenda within L&D and the wider organisation.

- Reflect organisational and regulatory requirements and expectations, including National Care Standards, Code of Practice and contractual obligations in learning and development opportunities.
- Contribute to appropriate quality assurance systems across the area and actively promote a culture of continuous learning and improvement.
- Promote and support the involvement and participation of people we support in organisational learning.

### **Protection of Vulnerable Groups**

- Learning & Development Coordinators, in common with all TRFS staff, have a duty to protect supported individuals from abuse and to report any concerns immediately to their supervisor or other management. All staff have a duty to ensure they comply with requirements under the Protection of Vulnerable Groups (Scotland) Act 2007.

### **Additional Duties**

- Actively engage with own continuous professional development and best practice in learning and development to enhance own practice.
- Participate in national developmental programmes, as required.
- Participate in national conferences and events or other work-related activities, as required.
- Undertake other duties as may be required by the L&D Manager.

## PERSON SPECIFICATION – Learning & Development Coordinator

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> <li>• Experience designing and creating digital learning including e-modules and other digital content.</li> <li>• Experience working on digital learning projects from scratch – including design, storyboard and development.</li> <li>• Experience of working collaboratively with internal and external stakeholders, establishing and maintaining positive working relationships and removing barriers to service delivery</li> <li>• Experience of working with learning management systems and producing management information.</li> <li>• Experience in the co-ordination of projects with demonstrable project management skills.</li> <li>• Analysing performance needs and designing solutions within a learning and development environment.</li> </ul>	<ul style="list-style-type: none"> <li>• L&amp;D experience in health and social care sector.</li> <li>• L&amp;D experience in the non-profit sector.</li> </ul>
Education, Qualifications and Training		<ul style="list-style-type: none"> <li>• A Digital Learning design qualification or substantial relevant design experience.</li> </ul>
Value Base	<ul style="list-style-type: none"> <li>• A belief in inclusion, evidenced through work practice or personal experience.</li> <li>• A desire to ensure people supported are at the heart of decision making.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Commitment to the principles and practices of continuous improvement.</li> </ul>	
Skills, abilities and knowledge	<ul style="list-style-type: none"> <li>• Using digital and digital learning authoring tools</li> <li>• Designing and creating engaging and compelling online learning lesson content.</li> <li>• Working or willing to work as part of an agile delivery or project team.</li> <li>• Strong project management skills, ability to deliver multiple initiatives to deadlines and to prioritise effectively, with strong planning and organisational skills.</li> <li>• Developing a visual approach and create source material for innovative learning solutions which address and satisfy agreed design briefs and specifications at the highest standards.</li> <li>• Effective analytical and problem-solving skills.</li> <li>• Ability to prepare and present reports and written communications including data analysis.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Skilled in the area of self-development and developing others.</li> <li>• High level of digital proficiency and technical ability including excellent knowledge and experience of MS Office.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the sector and relevant regulations and codes of practice for organisations providing community care and support</li> </ul>

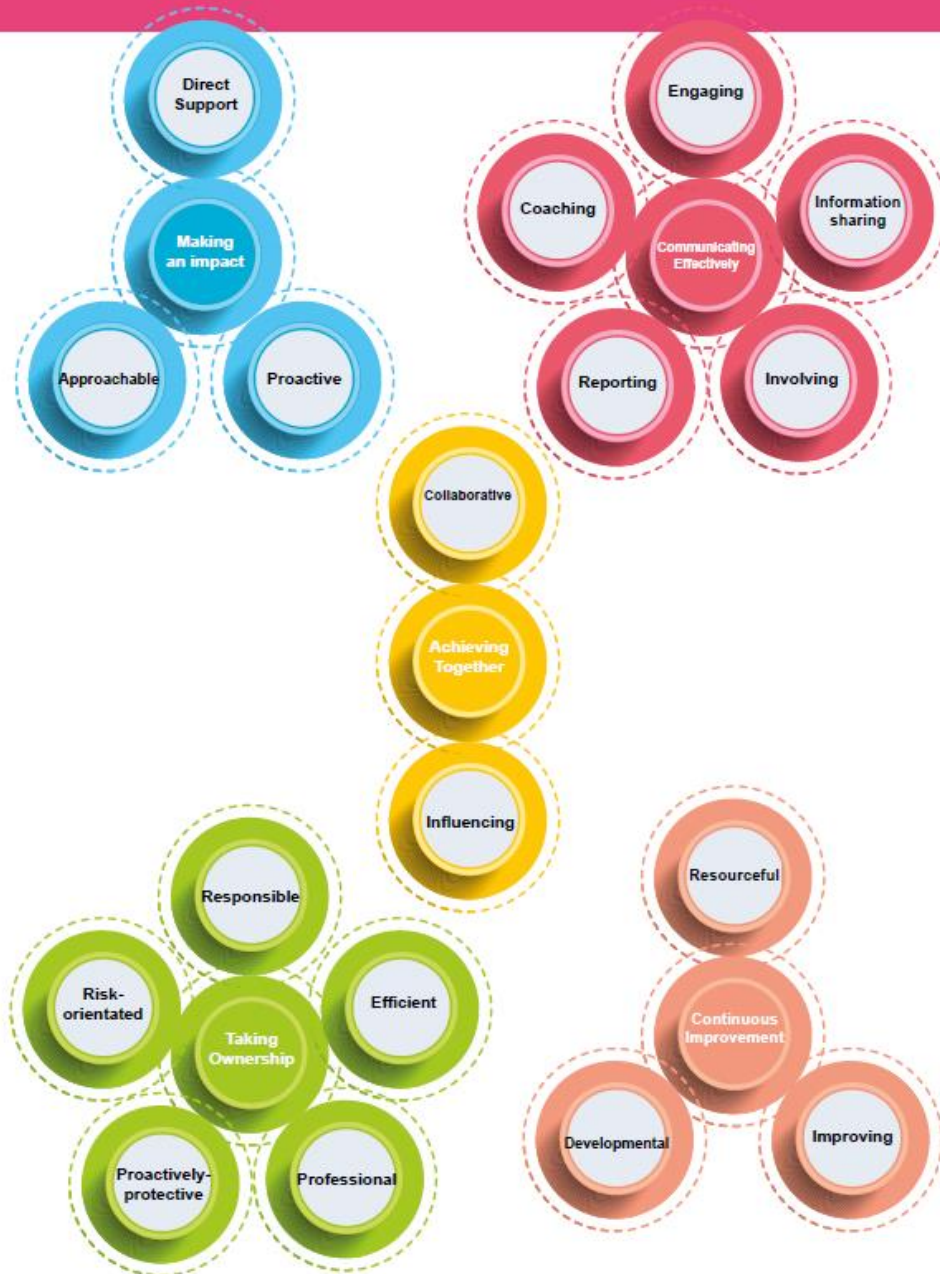
Interpersonal and Social Skills	<ul style="list-style-type: none"><li>• Strong interpersonal skills with ability to build positive relationships at all levels</li><li>• Demonstrable commitment to quality, promoting high standards and continuous improvement</li><li>• Flexibility and adaptability</li><li>• Observe standards of dress appropriate to the role</li><li>• Proactively promote and represent TRFS and the L&amp;D function.</li></ul>	
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# TRFS COMPETENCY FRAMEWORK

## Non-Social Care Frontline



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**I understand and agree to work to the terms as indicated on this job description**

**Name (Print).....**

**Dated .....**

**Signature .....**

**Please return a copy of your signed job description for your personnel file**