

## Role Description

**Job Title:** Learning & Development Advisor

**Reporting To:** Head of HR

**Purpose:** The coordination and administration of a range of learning and development activities and projects as directed by the Senior Management Team as well as ensuring the development and maintenance of robust learning and development systems and processes.

## Value

### KPIs

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>To lead our employee development initiatives through hosting creative training events and training plans.</li> </ul>          |  |
| <ul style="list-style-type: none"> <li>Partner with internal / external stakeholders and liaise with experts regarding training design and implementation</li> </ul> |  |

## Right First Time

### KPIs

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>Work with Management team to design and develop training programme</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Conduct organisation-wide training needs assessment and identify skills or knowledge gaps that need to be addressed</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Maintain training database system and training records</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Managing annual mandatory training calendar ensuring full completion within targeted timescales</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Raising of purchasing requisition orders and tracking of payment</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Co-ordinating the development and of induction for all new employees, ensuring the content is reviewed and updated continually in line with feedback received</li> </ul> |  |
| <ul style="list-style-type: none"> <li>Responsibility for the coordination and delivery of a range of projects and regular training events</li> </ul>   |  |

## Customer Recommended

### KPIs

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>Marketing available training opportunities to employees and providing necessary information</li> </ul> |  |
| <ul style="list-style-type: none"> <li>Establish and maintain positive working relationships with external training suppliers</li> </ul>      |  |

## Role Description

### People Promise

#### KPIs

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Use known education principles and stay up-to-date on new training methods and techniques</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Map out annual training plans for property services by job roles and business requirements</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.</li> </ul> |  |

### Safe

#### KPIs

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Handle logistics for training activities including venues and equipment</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.</li> </ul> |  |

## Technical Skills and Knowledge

Safe

People Promise

Right First Time

Value

Recommended

|  | Basic | Intermediate | Advanced |
|--|-------|--------------|----------|
| Experience with e-learning platforms   |       |              |          |
| Ability to produce Reports   |       |              |          |
| Ability to communicate with others verbally and in writing   |       |              |          |
| Adequate knowledge of learning management systems  |       |              |          |
| Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate) |       |              |          |
| MS Office proficiency  |       |              |          |
| Advanced organisational skills with the ability to handle multiple assignments                                 |       |              |          |
| Strong communication skills  |       |              |          |
| BS degree in Training, HR or related field   |       |              |          |
| Previous experience working in a fast paced, customer focussed environment                                     |       |              |          |

Role Description

|   |  |  |  |
|---|--|--|--|
| Experience working within a learning and development / human resources function |  |  |  |
| Experience of working with learning management systems                          |  |  |  |
| Knowledge of learning and organisation development activities                   |  |  |  |