

Kent County Council

Job Description: *L&D Operations Coordinator*

Directorate: Strategic and Corporate Services

Unit/Section: HR/OD - Learning & Development

Grade: KR8

Responsible to: Learning & Development Manager

Purpose of Job:

To support the delivery of the Learning & Development service offer to the organisation by coordinating efficient processes and systems that enable staff access to development opportunities. To supervise a team of operational staff providing high quality support to the L&D Advisors and excellent customer service both within and outside KCC.

Main duties and responsibilities

- Supervise a team of business support assistants to ensure high quality operational support is in place that meet high levels of customer service and satisfaction.
- Measure and evaluate the effectiveness of the support and propose improvements to processes and procedures to improve quality.
- Maintain effective relationships with training providers and venues to support L&D Advisors.
- Quality-assure records and data input by the team of Business Support Assistants to ensure the information is accurate and complete.
- Support KCC's learning management system (LMS), troubleshoot issues and escalate where appropriate.
- Produce reports and other metrics concerning KCC's learning offer, including monthly and quarterly reports.
- Provide systems guidance and information and ensure it is of high quality, up-to-date and is available to delegates, customers and HR colleagues.
- Provide advice to KCC Directorates regarding learning and development processes.
- As part of the People and Communications division (P&C), contribute to other projects and priorities as required, as well as supporting the organisation and the wider function.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *L&D Operations Coordinator*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	Criteria
Qualifications	<ul style="list-style-type: none">• NVQ 3 or Equivalent and or holding/working towards a full professional qualification in a relevant field
Experience	<ul style="list-style-type: none">• Managing/supervising a team• Working in a learning and development team• Working with external providers• Using a variety of systems and applications
Skills and Abilities	<ul style="list-style-type: none">• Staff management and client relationship skills• Good organisational, interpersonal & communication skills• Good negotiation & influencing skills• Ability to produce useful reports and analysis• IT skills• Ability to analyse and report on data• Research and data management
Knowledge	<ul style="list-style-type: none">• Awareness of statutory requirements and organisational obligations and procedural requirements• Awareness of Data Protection and confidentiality issues
Behaviours and Kent Values	<p>Kent Values:</p> <p>Open</p> <p>Invite Contribution and Challenge</p> <p>Accountable</p> <p>Behaviours:</p> <ul style="list-style-type: none">• Good team player• Enthusiastic and positive• Flexible• Self-motivated• Commitment to equality and diversity