

# Job Description

**Job Holder:** Learning and Development Coordinator

**Reports to:** Senior Learning & Development Manager

**Grade:** A2

**Safety Status:** Not Safety Critical

**Date version agreed:** 27.7.18

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## 1. Job Purpose

To support the Learning and Development team in the coordination and successful delivery of our learning and development committed obligations and initiatives across West Midlands Trains. Specifically responsible for the programme organisation and administration of a new ILM Management Development Programme for Team Leaders and Middle Managers, and a new Customer Service Programme for Frontline staff. Reporting to the Senior Learning & Development Manager the post holder will be in charge of the coordination of these large-scale learning and development programmes.

The role will also involve the communication and the promotion of learning and development initiatives, researching and benchmarking learning and development best practice, and producing learning management information and evaluation reports. The post holder will also be responsible for designing and maintaining the department's intranet and Yammer pages.

## 3. Dimensions

### 2. Safety Details

- |  |                          |    |
|--|--------------------------|----|
| <b>A.</b> This job requires <b>Security Clearance</b> (e.g. Running of Special Trains)   | <input type="checkbox"/> | NO |
| <b>B.</b> The job holder is required to hold a relevant <b>Track Safety</b> competence (e.g. PTS)  | <input type="checkbox"/> | NO |
| <b>C.</b> This is a <b>Safety Critical Work Post</b>   | <input type="checkbox"/> | NO |
| <b>D.</b> This is a <b>Key Safety Post</b>   | <input type="checkbox"/> | NO |
| <b>E.</b> Reference to this job is included in West Midlands Train's <b>Safety Certification</b> documents                                 | <input type="checkbox"/> | NO |
| <b>F.</b> This job <b>Manages Employees</b> (undertakes specific tasks indicated in the occupational & operational standards manuals)      | <input type="checkbox"/> | NO |
| <b>G.</b> This job <b>Manages Locations</b> (undertakes specific tasks as indicated in the occupational and operational standards manuals) | <input type="checkbox"/> | NO |

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**A. Financial:** none

**B. Staff:** none

**C: Others:**

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## 4. Principle Accountabilities

### L&D Programme Coordination

- Key liaison contact and relationship manager for all learning & development programme suppliers including our ILM Management Development and Customer Service Programmes
- Programme organisation and administration including promoting the programmes, coordinating joining instructions, pre-work, cancellation and re-booking process, progress reporting and accreditation chasing of nearly 200 managers and 1000 customer service colleagues
- Setting up and coordinating any additional central L&D courses as required
- L&D arrangements e.g. booking rooms/sending invites/arranging lunch
- Managing our central learning evaluation process, sending out, monitoring, analysing feedback, preparation of reports and other management information required
- Setting up systems and processes to ensure efficient running of the department and ensuring we meet our deliverables
- Proactively updating Senior Learning & Development manager on potential issues or developments that may adversely affect L&D programmes or courses

### Communication and Promotion

- Communications and promotion of L&D initiatives-Yammer/edepot/Sharepoint
- Producing a new learning guide with the support of the L&D Advisors
- Updating/maintaining our L&D homepage on our intranet and working with our Operational Training Academy to ensure that our pages are aligned
- Creating and updating the L&D event calendar

### Researching and Analysing

- Producing reports and training statistics for our L&D programmes as required
- Monitoring and reporting upon the completion of Performance Development Reviews and compiling our annual Training Needs Analysis
- Researching L&D best practice and benchmarking against other organisations

### Adhoc

- Managing our Master L&D Tracker, waiting lists, sponsorship and attendance
- Organising events as needed and helping with set up
- Assisting in the sourcing of training providers
- Raising PO's on IPROC system and process invoice

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- Using initiative to respond to training queries and sign post as needed
  - General ad-hoc admin duties as required
  - Help in integrating training records onto iTrent HR system and a new Learning Management System
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## 5. Context

The business is undergoing significant culture change and becoming more customer-centric. This role will be key to supporting managers and colleagues to develop the skills required to successfully embrace change, live our values and contribute to business objectives.

It is also vital that the Learning & Development Service that we offer to colleagues and managers is organised, efficient, easy to use, and customer friendly.

## 6. Relationships

Reports to the Senior Learning & Development Manager. You will also work alongside another Learning & Development Advisor in a job share arrangement.

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## 7. Knowledge and Experience

### Essential

- Strong administrative and L&D programme organisation experience
- Customer focussed with the ability to manage a variety of stakeholder needs at all staff levels
- Able to liaise effectively with learning & development suppliers, giving constructive feedback whilst building strong working arrangements
- Passionate about learning & development and engaging colleagues across the business
- Highly organised and able to manage competing priorities
- Personal resilience to keep learning and development programmes and courses on track if circumstances change at the last minute
- Attention to detail and able to produce high quality, accurate standards of work
- Excellent written and verbal communication skills
- Analytical skills to be able to produce learning & evaluation reports and management information
- Proven ability to set up new L&D systems and processes
- IT skills-excel, word, powerpoint, sharepoint to an intermediate level
- Assertive and proactive
- A self-starter who is able to hit the ground running
- Able to work on own initiative
- Digital skills to update intranet pages, such as office 365, edepot

### Desirable

- HR/L&D qualification such as the CIPD or equivalent

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- Previous learning and development experience
- Project management experience and or qualification

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## 8. Job Challenge(s):

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## 9. Additional Information

### 10. Sign off

**Job Holder:**..... **Date:**.....

**Manager:**..... **Date:**.....

### Nominated Deputies

If this is a KEY SAFETY POST (2D is "checked") a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

#### Job title of

**Nominated Deputy:** .....

**Name of Nominated Deputy:** .....

**Signature of Nominated Deputy:** .....

**Date:** .....

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job. If there are more Nominated Deputies they should sign further copies of this Job Description.

# Job Description

## **Safety & Environmental Safety Responsibility Statement**

It is the line manager's responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

## **General Responsibilities**

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

### **1. Policy, Leadership and Resourcing**

- a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
- b. You are responsible for attending the following safety and / or environmental related meetings:  
E.g. Sustainability Action Group, SEMG  
  
List meetings here  
  
 None apply
- c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

### **2. Employee training**

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- a. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).

### **3. Planned Inspections**

- a. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.

### **4. Accident and incident investigation**

- a. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
- b. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.

### **5. Emergency planning and Security**

- a. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
- b. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
- c.
- d. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.

### **6. Rules Competencies, Permits and Licences**

- a. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
- b. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
- c. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.

### **7. Communications**

- a. You must ensure that you attend regular briefings which cover safety and environmental issues.
- b. You must attend any local job induction training session on your first day at a new location.

### **8. Auditing and safety Check**

- a. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
- b. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.

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## 9. Promotion of Environment & Safety Issues

- a. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.

## 10. Health Controls

- a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
- b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
- c. You must understand and comply with the standard for Control of Asbestos.
- d. You must understand and comply with company standards for management of cases of occupational ill health.
- e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

## 11. Personal Protective Equipment (PPE)

- a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
- b. You will be issued with PPE on a personal basis.

## 12. Purchasing, Procurement and Management of Contractors

- a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
- b. You must understand and comply with the company standard for managing contractors.

## 13. Environment

- a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

## Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

## Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	
Date:			

# Job Description

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

**Review**

This statement will be reviewed annually.

Date Due:                      Date Reviewed :                      Post Holder Signature:                      Line Manager Signature:

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