

## Job Description

### Learning, HR & Organisational Development Co-ordinator

#### HR&OD Service

Role Structure	Role Details
Directorate:	Corporate Services
Grade:	HC5
Location:	Plough Lane
Responsible to:	L&OD Partner

#### Main Purpose of the Role:

As Learning, HR & OD Coordinator, you will play a key role in supporting the delivery of a broad range of Learning and Organisational Development (L&OD) activities and campaigns across the Council.

You will provide high-quality administrative support to ensure the smooth running of the Learning & OD function and wider HR & Health and Safety team when required, maintaining key systems and processes and supporting the design, coordination, and delivery of learning events, training programmes, wellbeing initiatives, and organisational events and projects.

The role will involve sourcing and booking suppliers and venues, developing resources, managing data and reporting, and contributing to communications through intranet updates and promotional materials. You will work across a variety of L&OD focus areas, including:

- Learning and development
- Leadership development
- Equality, diversity and inclusion
- Talent management and workforce planning
- Coaching and mentoring
- Employee wellbeing
- Engagement and recognition

In doing so, you will help create an environment where employees feel supported, valued, and empowered to develop and thrive, while contributing to the achievement of the Council's wider objectives. All Council staff are expected to follow procedures for accurate data collection and reporting to enable the production of reliable insights and analysis.



<b>Key Duties and Responsibilities</b>  Specific Duties Include contributing to, supporting the development, implementation and embedding of the following areas of work:	<b>Frequency of Task</b>
<b>Learning and Training Support</b> <ul style="list-style-type: none"> <li>• Manage, coordinate and assist the L&amp;OD team with the facilitation of courses and a range of blended, online, and face-to-face learning programmes.</li> <li>• Support the set up, advertisement, booking and programme administration for leadership and talent development programmes.</li> <li>• Training course administration; Creating learning modules in our learning management system, booking rooms, advertising courses, Room set up / preparation paperwork to ensure that the relevant facilitator has all the required resources to deliver their sessions.</li> <li>• Organise and book external venues for training events, whilst ensuring room layout and appropriate catering is requested and confirmed.</li> <li>• Sending out and monitoring training evaluations.</li> <li>• Support the creation of structured learning experiences within our Learning Management System (LMS).</li> <li>• Liaise with and maintain professional and positive relationships with all training providers to the council.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Events Management and Administrative Support</b> <ul style="list-style-type: none"> <li>• Provide administrative and event management support for a range of L&amp;OD projects. Including dealing with emails, answering incoming calls, dealing with enquires, managing day-to-day admin duties.</li> <li>• Act as a point of contact for L&amp;OD and take responsibility for the L&amp;OD calendar and inbox ensuring great customer service is provided.</li> <li>• Co-ordinate reports and presentations on behalf of the team that are to be presented to HR&amp;OD leadership team and other boards / relevant settings on projects and initiatives as required.</li> <li>• Support the effective organisation of the all-staff briefings and leadership group.</li> <li>• Working with the Head of Learning and OD to create team-meeting agendas, monitor actions, bring forward items and create team meeting minutes.</li> <li>• Work with stakeholders to support a range of health and well-being initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>



<b>Key Duties and Responsibilities</b>  Specific Duties Include contributing to, supporting the development, implementation and embedding of the following areas of work:	<b>Frequency of Task</b>
<b>Project Management</b> <ul style="list-style-type: none"> <li>• Design a range of resources that supports all L&amp;OD initiatives to ensure that we attract, recognise, reward, develop, and retain talent.</li> <li>• Design and deliver interventions where delegated to or within capability of the role in relation to talent management such as corporate induction, health and wellbeing, workforce engagement, apprenticeship management that all deliver changes in individual and collective behaviour in line with the council's culture and behaviour ambitions.</li> <li>• To research and benchmark wider learning and organisational development initiatives to ensure that Herefordshire Council continues to provide a reflective, up to date and modern offer to its workforce.</li> <li>• Keep projects on track by flagging due dates and actions.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> <li>• Quarterly</li> <li>• Yearly</li> </ul>
<b>Financial Duties</b> <ul style="list-style-type: none"> <li>• Process invoices, ensuring that any invoicing queries are addressed promptly.</li> <li>• Procure services, goods and supplies in line with the Council's financial procedures.</li> <li>• Maintain a team spending log to ensure spending is kept on track and is recorded appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly</li> <li>• Monthly</li> <li>• Quarterly</li> </ul>
<b>Data and Systems Support</b> <ul style="list-style-type: none"> <li>• Maintain and update IT systems to ensure current and accurate L&amp;OD information is available as required, including mandatory training, training and personal data records.</li> <li>• Establish metrics to evaluate the effectiveness of learning solutions, suggest areas for development and produce relevant reports.</li> <li>• Create, manage and maintain data analytics and reporting, integrating data from various sources and developing presentations/formats for communicating key results, themes and trends over time.</li> <li>• Developing new and maintaining existing L&amp;OD intranet pages.</li> <li>• Support the Orchard benefits platform, regularly sending out workforce communications and campaigns for engagement activity.</li> <li>• Support the management of the Council's LMS platform.</li> <li>• Provide on-going support for Coffee Connections.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> <li>• Quarterly</li> <li>• Yearly</li> </ul>

<b>Key Duties and Responsibilities</b>  Specific Duties Include contributing to, supporting the development, implementation and embedding of the following areas of work:	<b>Frequency of Task</b>
<b>Equality, Diversity and Inclusion</b> <ul style="list-style-type: none"> <li>• Provide support to a number of L&amp;OD and council wide equality networks.</li> <li>• Research, benchmark and develop a range of EDI interventions to support the Council's approach to inclusivity and belonging.</li> <li>• Support or lead where required on a number of EDI interventions.</li> <li>• Develop communications and employee engagement events through the lens of EDI.</li> <li>• Support the HR Improvement Manager when required.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> <li>• Quarterly</li> <li>• Yearly</li> </ul>
<b>Other Duties</b> <ul style="list-style-type: none"> <li>• Deputise for other team members when required.</li> <li>• Provide resilience for the wider HR&amp;OD service with administrative support when requested to do so, in time of high workload and or absence.</li> <li>• Act as an Ambassador both within the Council and with external partners/organisations to ensure the delivery of the Council's HR and OD functions has strong credibility.</li> <li>• Identify HR/OD solutions that will support performance improvement (individual, team, directorate) in line with business plans and programmes.</li> <li>• Liaise with internal and external service providers (Corporate L+OD, HR Improvement Manager, Communications, Hoople resourcing or Hoople Education and Training for example) to ensure managers receive high levels of service and communication from them.</li> <li>• To answer queries from members of the public about career opportunities, including participating in recruitment and employment promotional events.</li> <li>• Keep abreast of developments and trends in L&amp;OD / workforce development bringing new initiatives to the Council.</li> <li>• In line with council corporate parent responsibilities and other responsibilities to council residents promote and encourage paid employment through a variety of initiatives and schemes.</li> <li>• Embed strong HR&amp;OD processes to support the safeguarding agenda across the Council.</li> <li>• To ensure effective continuing professional development of skills knowledge and understanding, particularly in the area of L&amp;OD.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> <li>• Quarterly</li> <li>• Yearly</li> </ul>



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<b>Other Information</b> <ul style="list-style-type: none"> <li>• Disclosure type: standard</li> <li>• The post holder is required to work occasional unsocial hours – early morning / evenings and weekends dependent upon the type of activity or team being supported.</li> <li>• The post holder will be required to comply with the organisation's policies and procedures, and to undertake all mandatory training as required.</li> <li>• Employees have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. It is an essential requirement that staff are aware of the Herefordshire Safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. Staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.</li> <li>• All employees must be able to commit to Herefordshire Council's equality policy and values, treating colleagues and customers with dignity and respect. All forms of bullying and harassment, and the use of inappropriate language, are unacceptable.</li> <li>• This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.</li> <li>• Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.</li> <li>• In order to recruit the best people for our organisation, all requests for flexible working arrangements will be considered, and we offer a fully inclusive and accessible recruitment process.</li> <li>• The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business.</li> </ul>	



## Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<b>Qualifications and Training</b>		
GCSE Maths and English at grade C / 4 or above	Essential	A, I
A recognised qualification in HR, L&OD at level 3 or above	Desirable	A, I
A recognised qualification in business administration at level 3 or above	Desirable	A, I
<b>Experience &amp; Knowledge</b>		
Experience of events management and providing administrative support.	Essential	A, I
Experience of using business intelligence and data trends to support informed decision-making.	Essential	A, I
A personal commitment to equality diversity and inclusion agenda.	Essential	A, I
Any experience of working in an L&OD, EDI, talent role is desirable.	Desirable	A, I
<b>Skills and Abilities</b>		
Analytical skills and an ability to accurately analyse and interpret data to identify trends and translate those into meaningful, impactful updates, actions and initiatives.	Essential	A, I
Proficient in the use of technology and software such as Microsoft Office applications (Word, Excel, Outlook, PowerPoint, Teams) with the ability	Essential	A, I
Great listening and professional curiosity skills to provide clear advice and recommendations on Learning and OD issues	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
A creative flair to support with displays and events material.	Essential	A, I
Strong verbal, written and reasoning skills including the ability to produce clear and concise documents appropriate to a variety of audiences, including experience of writing, designing and publishing content suitable across multiple channels and platforms.	Essential	A, I
An ability to manage competing priorities effectively with a 'proactive, can-do attitude'.	Essential	A, I
Excellent relationship skills and ability to have strong impact with stakeholders.	Essential	A, I
Ability to work quickly, accurately and to tight deadlines across a range of related subjects.	Essential	A, I
Personally resilient with a flexible and enthusiastic approach working to a degree of ambiguity and uncertainty at times.	Essential	A, I
Ability to work with limited supervision and deliver agreed outcomes to deadlines.	Essential	A, I
Able to work as part of a team – taking differing approaches as needed.	Essential	A, I
Ability to manage work and balance competing priorities within a working day/week.	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



## Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "to do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as role models by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

## Council Culture

Our **values** are what we represent as a council and our **behaviours** are how we act to prosper, develop, flourish and thrive.

<b>T</b>	<b>TRUST</b>	Develop and maintain relationships. Be transparent and open. Have integrity, be confident, reliable and fulfil commitments.
<b>H</b>	<b>HONESTY</b>	Be honest and transparent in communications, decisions and relationships. Be trustworthy, reliable, and accountable for your actions. Act with sincerity and fairness, even in challenging situations.
<b>R</b>	<b>RESPONSIBILITY</b>	Take ownership of individual and collective actions and decisions. Fulfil obligations and be accountable for outcomes and results. Proactively contribute to your own, the team and council goals.
<b>I</b>	<b>INCLUSIVITY</b>	Embrace diversity, equity and inclusion in all that we do. Recognise and value others perspectives, backgrounds and experiences. Create an environment where people are valued, respected and belong.
<b>V</b>	<b>VALUE</b>	Uphold high standards, ethics and integrity. Demonstrate commitment to creating and delivering value in our work. Recognise and appreciate colleagues, resources, processes, customers, our community and environment.
<b>E</b>	<b>EMPATHY</b>	Demonstrate a genuine and caring understanding of others. Listen attentively and act with kindness and compassion. Consider the impact of our actions on others.

*"Doing our best for Herefordshire in everything we do"*

