

# st michael's hospice

## **JOB DESCRIPTION**

**Job Title:** Education Coordinator

**Job Location:** St Michael's Hospice

**Responsible to:** HR and Education Team Leader

### **1.0 MAIN PURPOSE OF THE ROLE**

A key part of the role of Education Coordinator within the Organisational Development Team is to ensure the smooth day-to-day running of the service.

They will be responsible for the planning, booking and co-ordination of general learning and development activity, including overseeing the day-to-day management of the Learning Management System (LMS) and any Education Events or bookings.

They will support the successful delivery, evaluation and reporting of learning and development events, both online and virtual.

They will co-ordinate and lead on a range of online learning and development activities providing technical and practical support, alongside the ability to troubleshoot and find solutions to problems in a timely manner. Responsible for the configuration and daily management of the LMS.

As a key member of the Organisational Development Team (OD), the post holder will be a supportive and active team player who advocates for L&D across the hospice and role models the Hospice values.

### **2.0 PRINCIPAL RESPONSIBILITIES**

#### **KEY ACCOUNTABILITIES & RESPONSIBILITIES**

1. Ensure mandatory training identified by the OD Manager is delivered in a timely manner.
2. Review the statutory and mandatory training matrix annually with subject matter experts (SMEs) to ensure they are fit for purpose and up to date.
3. Support the OD Team in implementing, co-ordinating and monitoring development and training programmes.

4. Maintain the learning aspects of iLearn (LMS) in conjunction with the HR and Education Team Leader.
5. Take responsibility for ongoing checks regarding accuracy of data input and seek solutions to issues raised.
6. Ensure LMS records are correct and up to date in particular relating to competencies, attendance, non-attendance, and compliance.
7. Collate and run LMS reports as directed.
8. Liaise with SMEs to ensure that the quality and content of the created courses is achieved.
9. Make recommendations for the design of the training packages to SMEs.
10. Co-ordinate all learning and development interventions, highlight when extra courses will be needed due to demand and when courses are at risk of cancellation, provide projection reports for mandatory compliance and make available to the HR and Education Team Lead.
11. Represent the OD Team as required at meetings relating to Education.
12. Ensure all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner.
13. Ensure that the Education generic Inbox is reviewed daily and responded to in a timely manner.
14. Demonstrate an active commitment to progression, continuous improvement and delivering the highest standards of performance and educational support.
15. Coordinate events in accordance with the relevant Standard Operating Procedures as directed.
16. To process applications and book external training for any hospice staff with an approved education event request, ensuring training cost agreements are raised and signed prior to booking where required.
17. Establish what courses are available and obtain the best possible value for money when liaising with external course organisers, and gain approval before booking.
18. To assist the HR and Education Team Leader with analysing course effectiveness and return on investment for external training courses.
19. To act as an initial point of contact for all Hospice staff with queries relating to education, training, and other developmental opportunities.
20. Responsible for ensuring the library is kept in good general order.
21. To update records to include new additions to the library, marking up of items (e.g. numbering and identifying) and a process for booking out resources.
22. To monitor overdue items and ensure that they are returned.

### **3.0 ADDITIONAL RESPONSIBILITIES**

- 3.1 Carry out duties with full regard to the Company's Equalities and Diversity Policies

- 3.2 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff, and volunteers.
- 3.3 Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 3.4 Carry out any other duties, within an appropriate level of responsibilities as required.
- 3.5 Undertake flexible hours as and when the need arises to maintain safe patient practice.
- 3.6 Ensure confidentiality at all times within the Hospice.
- 3.7 Support and participate in the fundraising activities of the Hospice wherever possible be an ambassador for the Hospice.
- 3.9 Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise your own responsibility for compliance with relevant legislation.
- 3.10 Promote, at all levels, the Company's vision, values and strategic objectives
- 3.11 Hold DBS and Occupational Health clearances appropriate to the role.  
Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

## PERSON SPECIFICATION

<b>Post Title:</b>	Education Coordinator
<b>Department:</b>	Organisational Development

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Education/ Qualifications</b>	Good numeracy and literacy skills (equivalent to GCSE A-C grade)	Certificate in Learning and Development
<b>Experience</b>	<p>Experience of Education Administration</p> <p>Experience of maintaining and updating a database</p> <p>Experience of coordinating</p> <p>Experience of maintaining and keeping accurate records, both manually and electronically</p> <p>Experience of collating statistics for management reports</p> <p>Experience of letter writing</p>	<p>Experience of working within a charitable setting/health care setting</p> <p>Experience of supporting the setting up of education events</p> <p>Previous experience of working in a highly confidential environment/office</p>
<b>Skills/Ability/ Knowledge</b>	<p>Excellent Microsoft Office skills, including Word, Excel, Outlook</p> <p>Excellent oral and written communicator and able to adapt style throughout the business hierarchy</p> <p>High levels of attention to detail and accuracy with standards of written work</p> <p>Highly organised and able to cope with/manage multiple projects/tasks</p>	

<p><b>Qualities/ Attributes</b></p>	<p>Able to deal with sensitive issues and maintain confidentiality</p> <p>Able to work well independently and as part of a small team</p> <p>Quick thinker and able to resolve simply problems as they arise</p> <p><b>Physical requirements:</b> Able to move portable equipment and resources (laptop, hand-outs, etc), refreshments around the building (using Porters as required).</p> <p>Able to work at a computer desk (modified workstations available)</p> <p><b>Mental requirements:</b> Able to cope with projects/ tasks running concurrently</p> <p>To concentrate for prolonged periods of time</p> <p>Able to deal with changing priorities and deadlines</p> <p>Able to learn new techniques, technology and systems within reasonable time frame</p>	