

# Talent & Learning Coordinator

## Basic information

**Band:** F

**Job family:** Business Services

**Terms:** Permanent

**Location:** Cheltenham

**Reports to:** Talent & Learning Lead

**Team:** Human Resources

**Business unit:** CEO



## Role purpose:

At UCAS, we have a commitment to delivering learning and development opportunities that are second to none – you will need to be a living, breathing advocate of this, as well as an ambassador for the UCAS values and brand image.

This role supports the wide range of activity within the Talent & Learning (T&L) Team, and enables the Talent & Learning Lead and Talent & Learning partners to deliver against their strategic T&L agenda, in line with the UCAS people promise, and corporate strategy. You will be working proactively with the Talent & Learning Team and HR business partners, to identify and analyse learning and development needs across the business, and support them in developing and offering the appropriate learning and development solutions.

As a Talent & Learning Coordinator, you will support the delivery of the full suite of UCAS' development academies, and operate the systems and processes that support the planning, attendance management, and delivery of an extensive and complex calendar of training programmes, which run throughout the year. You will also work collaboratively with the wider HR Team, as much of our talent management activity underpins the full employee lifecycle at UCAS.

## Key duties and responsibilities:

- Work closely with, and support the T & L Lead, T & L partners, and the wider HR Team where appropriate, to enable delivery of all talent management and learning and development activity, and the strategic direction of the corporate strategy and people promise.

- Manage the T&L enquiries from the business, acting as the key point of contact for the T&L Team, to ensure employees receive a first-class customer experience.
- Support the T&L Lead and T&L partners in their collaborative working relationships with the wider HR Senior Management Group and HR Team, to ensure a connected approach to delivering our T&L agenda.
- Execute an efficient, streamlined, and robust process for collecting and analysing the development needs of all employees on a daily basis, and at peak times, i.e. performance reviews/development planning.
- Plan and administer an appropriate training calendar, in collaboration with the T&L Team, based on the identified priorities and training needs of the business, as identified in the strategic workforce plans.
- Support the continued roll out, implementation, and ongoing management of the UCAS development academies by:
  - creating training delivery schedules to support the execution of the planning training calendar
  - providing an attendance management process, which manages the end-to-end cycle of calendar invitations, joining instructions, and follow-up communications
  - sourcing appropriate venues and equipment
  - purchasing training resources, as required
  - preparing programme materials for handover to the Lead Facilitator
  - preparing training rooms, and being available to meet, greet, and register delegates
  - sending programme evaluation surveys to delegates following training, and supporting T&L partners with preparation and circulation of evaluation/ROI metrics
  - liaising with the Lead Facilitator regarding ongoing changes to programme content or new product design
- Source relevant external training and apprenticeship providers/accredited bodies where necessary, to deliver training to meet specific functional and technical development needs across the business.
- Support the creation and administration of supplier contracts, in line with UCAS procurement policy, and manage ongoing relationships with regular suppliers.
- Manage the payment of services through our UCAS procurement procedure, keeping an accurate record of all purchase orders and receipted invoices, to support the T&L Lead and T&L partners in their management of the T&L budget.
- Support the selection and implementation process of a learning management system/talent & learning modules in HR, and subsequent changes to existing processes and interventions.
- Manage the ongoing maintenance of the T&L intranet site, ensuring all content is kept up-to-date, working with the T&L Team to continuously improve this, with a view to transitioning this to Sharepoint.
- Manage the Lynda.com account, including creation and circulation of playlists to support development academies.
- Manage all other T&L online accounts/tools, such as SmartSurvey, StrengthsFinder, Insights Tool, etc.

#### **Accountabilities:**

- Authority to sign purchase orders and expenses, up to agreed values for the delegated authority level.

### Person specification:

- Background in HR and experience in a learning and development role desirable.
- Appreciation of talent and people management principles and processes.
- Exceptional planning and organisational skills.
- Highly proficient/advanced capability using Microsoft PowerPoint, Excel, Word and Outlook.
- A passion for maintaining high standards of accuracy and attention to detail.
- Good numeracy skills and financial awareness.
- Adept at applying own initiative and decision-making.
- Resilient, flexible, and able to work under pressure when required.
- Confident communicator and influencer, both verbally and written.
- Collaborative team player, with the ability to engage and work effectively with a range of stakeholders.
- Committed and reliable – taking personal accountability, and acting with integrity.
- Able to adapt to the changing needs of the business.
- Self-awareness, and a self-motivated approach.
- A quick learner, with a keen appetite for personal learning and development.
- Ability to balance an innovative and creative approach to training with analytics and data.
- Able to spot opportunities to support and assist the aims of the wider HR Team.
- Possess digital literacy.
- Customer-focused.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

### Our values in action

**Accountable** – We take ownership of our individual and organisational performance.

**Customer-focused** – We understand who our customers are and how best to engage with them.

**Collaborative** – We collectively create an engaging and positive work environment.

**Trusted** – Individuals are trusted to make informed decisions and take appropriate risks.

**Service excellence** – We spot opportunities, take the initiative and have an entrepreneurial approach to making things better.