



Learning & Development Officer

Job description

Grade	Grade C of Mind's salary scales
Type of contract	Permanent
Directorate	Infrastructure
Team	Human Resources
Reports to	Learning & Development Business Partner
Responsible for	Learning & Development
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford office
Hours	35hrs p/w

About the role

This exciting opportunity is within our learning and development team at Mind, where you would be working collaboratively with the L&D Business Partner and L&D Specialist trainer to embed a learning culture within the organisation.

This role would be responsible for overseeing all administrative tasks with the L&D team and providing a customer focused service to internal and external staff/teams. You will be responsible for overseeing Minds Learning Management system (LMS), ensuring that all events, courses, evaluations and attendance is accurate and uploaded to the appropriate teams and staff as part of their induction and ongoing learning. You will track and provide data reports through the LMS, measuring feedback and providing reports that highlight any learning needs with the L&D BP that have been raised. This role will lead on organising and administration of all training events. The role requires an excellent customer service, responding to any queries in a timely manner

Key Responsibilities

1. Delivery of induction training courses to the wider organisation, across England and Wales
2. Support in the auditing of training, bringing innovative solutions to redesign sessions and embed a more blended learning approach to Minds learning culture
3. Lead on the administration and development of our eLearning platform, being the key internal contact for support
4. Administration and coordination of training bookings, venue hires, and relationship management with external providers
5. Maintain the monitoring of learning and development evaluation data with regular reporting required.



6. Support with the internal communications for learning initiatives across the organisation
7. Answer first line queries from staff and providers

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to 121s and guided conversations process, meetings, training, and other events as required.
- Be committed to delivering good performance and a high level of customer service.
- Undertake other duties that may be necessary and compatible with the nature of this post and this will require flexibility in undertaking the role.
- Work collaboratively with the People Team and your wider working colleagues

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting, and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.



- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

Person specification

Essential criteria

1. Strong communication and presentation skills (both oral and written) and excellent customer service skills
2. Be familiar with Databases, online people platforms or Managing an internal system.
3. Be able to collate, run reports and provide data, either through the LMS/excel reporting that will give us greater data insights to monitor and measure the learning and development across the organisation.
4. Quickly understand and co-ordinate key processes from start to finish and address issues as they arise to ensure a high level of customer service and satisfaction.
5. Passion for learning and Development and supporting people to reach their potential
6. Be ambitious to learn with a curiosity and appetite for development.
7. Experience of organising and prioritising own workload on a day-to-day basis. Ability and willingness to work to tight deadlines.
8. Attention to detail and good work presentation in all aspects of associated administration.
9. Excellent IT skills – MS Office, Word, Excel, PowerPoint, e-mail, Internet, and Outlook, Teams and Zoom.
10. Ability to work in a high performing and fast paced team
11. Passion for learning and Development and supporting people to reach their potential

Desirable criteria

1. A desire to study to CIPD, working towards or qualified towards.
2. Designing eLearning modules or a wiliness to learn
3. Direct or indirect experience of mental health problems.
4. Experience in working in the charity sector.