



Learning & Development Coordinator

Reporting to: Head of Training & Development

Liaises with: Internal Departments, Training Providers, Clinical Team, HR, and Finance

Hours: Monday to Friday 9am-5pm. 37.5 per week

Role Purpose

To coordinate and support the effective delivery of SweetTree's learning and development programme with a key focus on tracking eLearning compliance, supporting and delivering elements of training sessions, managing apprenticeship funding, and ensuring that support workers feel confident and equipped in their development.

MAIN RESPONSIBILITIES: Principal duties may include but are not limited to the following:

E-Learning Compliance & Completion

Monitor and chase the completion of key eLearning modules including:

- Annual update training
- Pre-employment induction training
- Care Certificate units
- Client-specific training modules
- Ensure all completions are logged and accurately maintained in the Learning Management System (LMS).
- Regularly follow up with staff and line managers to encourage timely completion.
- Work towards key performance indicators (KPI) set to measure performance overtime
- Provide one-to-one support and troubleshooting for staff facing difficulties with online training.
- Flag any overdue training to line managers and escalate concerns as needed.

Training Delivery & Support

- Deliver parts of SweetTree's Pre-Employment and Annual Update training sessions, such as basic compliance topics, policies, and orientation material.
- Work alongside senior trainers or clinicians to ensure the smooth delivery of in-person and virtual training sessions.
- Assist in the preparation of materials, handouts, equipment, and room setup for all training events.
- Advertise training opportunities through internal communications, posters, and digital systems to maximise attendance.

Support for Support Workers

- Act as a key point of contact for support workers, coordinating all aspects of their learning journey.
- Offer encouragement, reminders, and practical help to ensure training completion.
- Monitor and provide guidance on CPD logs, Care Certificate progression, and learning requirements.
- Help staff understand and engage with career pathways and further qualifications.

Apprenticeship Levy Management

- Oversee the use of the apprenticeship levy, ensuring funding is used effectively and strategically.
- Liaise with finance to monitor and process the payment of off-the-job training hours and related expenses.
- Work with apprenticeship providers to track learner progress, ensure high-quality delivery, and maintain required documentation.

Training Administration & Data

- Keep all training records up-to-date and accurate for audits and inspection readiness.
- Generate regular reports on training compliance, completions, and performance metrics.
- Support the Head of Training & Development in conducting training needs analysis (TNA).
- Maintain training documentation for accreditation bodies such as AIM's and OPUS.

Project & Induction Support

- Coordinate and continually update SweetTree's Pre-Employment training content based on feedback and new service needs.
- Assist with system updates, including the LMS and quarterly training calendar imports.
- Contribute to wider projects and team initiatives aimed at improving training services.

General Duties

- Build strong, collaborative working relationships across departments.
- Attend meetings, take minutes, and action agreed follow-ups.
- Maintain confidentiality and comply with GDPR requirements.
- Perform other admin duties such as answering phone calls, and responding to emails

Success Indicators:

- High completion rates for all required eLearning modules
- Successful delivery of key training content during Pre-Employment and Annual Update sessions
- Effective use of apprenticeship levy funding
- Support workers feel confident and well-supported in their learning
- Clear, accurate reporting and records of all training activities

PERSON SPECIFICATION

Essential experience, Skills or Attitudes:

- Essential – Experience in training coordination or learning and development roles



- Essential – Confident in delivering parts of structured training sessions
- Essential – Strong communication and administrative skills
- Essential – Familiarity with eLearning systems and reporting tools
- Essential – Motivated, organised, and proactive in following up with staff
- Essential – Having a problem-solving attitude
- Essential – Excellent IT skills (Microsoft Office, LMS platforms)
- Essential – Happy and comfortable talking on the phones
- Essential – Good time management and prioritising skills
- Essential – Knowledge of the care sector and CQC regulations
- Desirable – Recognised teaching qualification (CTTLS, DTLLS, AET Level 3+)
- Desirable – Knowledge of care-specific training frameworks (e.g., Care Certificate)
- Desirable – Experience managing apprenticeship levy funding
- Desirable – Knowledge of scheduling systems or similar
- Desirable – Background in training or education within health or social care

WORKING CONDITIONS: Working hours will be 37.5 weekly. Terms and conditions of employment are as per your employment contract and staff handbook

DRESS CODE: Professional and meeting Health and Safety requirements