

Job Description:   
Learning and Development Co-ordinator

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| Function: | | | | HR – Learning and Development | | | | | | | | |
| Job: | | | | Learning and Development Co-ordinator (Ireland) | | | | | | | | |
| Position: | | | | Learning and Development Co-ordinator | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Learning & Development Delivery Manager | | | | | | | | |
| Additional reporting line to: | | | | Senior Learning and Development Manager | | | | | | | | |
| Position location: | | | | Republic of Ireland home based with frequent travel to Dublin   |  | | --- | |  | | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Alongside the L&D delivery team promote a learning culture within Sodexo by increasing the level of relevant skills and knowledge through the provision of a range of L&D activities. * Support new contract mobilisations and projects * Grow and maintain excellent relationships between L&D and the rest of the business | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | 0 | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a | |
| EBIT margin: | | 0 |
| Net income growth: | | 0 | Outsourcing growth rate: | n/a | HR in Region | n/a | |
| Cash conversion: | | 0 |
| Characteristics | | * Training delivery and coordination utilisation ratio maintained – (at least 80% utilisation per month) * Evaluation scores at 95% or above | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * On occasion this role can mean working in a remote environment * Lone working and self-sufficiency are a must * Overnight stays may be required to deliver training at different locations * Working across multiple locations and complex organisation structure and market segments * Liaising with and delivering to multiple business stakeholders |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Consistent delivery of central L&D curriculum to the required standards * Using/working with multiple learning technologies, including e-learning, blended programmes, virtual * classrooms (Microsoft Teams) and social learning * Operate as the initial point of contact for L&D in Ireland, maintaining excellent communications with key stakeholders and escalating any complicated request to the Manager and/or L&D Business Partner * Support team colleagues with specialised projects and learning design when appropriate and if required * Meet workload requirements and be as effective through delivery as possible * Facilitation and coaching activities * Able to relate to others and build rapport * Able to operate with multiple reporting line and manage multiple priorities * Awareness of the broader operating environment of Sodexo, globally and in region |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Ensuring the learning environment and resources support learner needs including group management and individual delegate support. This will increase learners engagement, improve learning rates and grow L&D’s reputation in Ireland * Preparing the learning environment and resources, including setting up IT equipment where appropriate to support session structure, this will increase learner confidence through professional service delivery * Delivering learning in both formal (e.g. tutor led) and informal settings, supporting and coaching learners to develop their skills; this includes using learning technologies and credible leadership behaviours to meet all learning needs * Evaluating the effectiveness of training delivery and learning outcomes to evidence success factors and address shortfalls * Maintaining appropriate records of learner development and resource allocation to allow tracking and evidence of training |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * 3+ years experience delivering or coordinating learning activity, both face-to-face & virtual (essential) * Experience of working remotely within a team (essential) * Experience of building and maintaining relationships with multiple stakeholders from entry level to executive (essential) * CIPD Level 3 in Learning Practice or equivalent (desirable) * Experience of multi-service facilities management (desirable) |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Growth, Client & Customer Satisfaction / Quality of Services provided * Rigorous management of results * Brand Notoriety * Employee Engagement * Learning & Development * Innovation and Change * HR Service Delivery |

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| 9. Management Approval – To be completed by document owner |
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