



Job Description

Learning and Development Coordinator

Purpose

Reporting to the Learning and Development Manager, this role supports the delivery of an effective, and well-coordinated training service across the business. You'll play a central part in shaping learning and professional development by managing the planning, organisation, and administration of all training activity.

The Learning and Development Coordinator oversees the full spectrum of development programmes, from operational, compliance and safety training through to management development and talent building initiatives. This includes coordinating and administering both online learning and in person programmes.

You will be a key contributor to ILG's success by ensuring our employees have the skills and capabilities required to perform their roles effectively while supporting their ongoing professional development.

Responsibilities

- **Coordinate all training** - from booking internal and external courses to preparing materials, issuing joining instructions, setting up training rooms, sourcing providers, processing invoices, and issuing certificates.
- **Keep training on track and ahead of schedule** by proactively monitoring renewals, coordinating with managers, booking courses, and ensuring every colleague stays fully qualified and compliant.
- **Maintain accurate, up-to-date training records** for all colleagues, ensuring the central database is complete and certificates are stored correctly.
- **Turn training data into action** by producing clear insightful reports on training completions, analysing trends, reporting back to the Head of HR via the Learning Development Manager, and helping to address any gaps in completion.
- **Champion the new starter experience** by ensuring every employee completes their online induction training.
- **Coordinating e-learning platforms.** You will be a superuser to the business, managing new starters, leavers, ensuring completions of eLearning and PDRs and supporting employee development.
- **Bring learning content to life** by supporting the design and creation of engaging e-learning materials and publishing them through the LMS.
- **Partner with department leads** to identify training needs, research solutions, and recommend high-quality courses that support development across the business.
- **Oversee professional qualification and apprenticeship progress**, tracking milestones, communicating upcoming deadlines, and attending review meetings with apprenticeship providers.

- **Provide responsive, helpful support** to colleagues with learning and development queries.
- **Carry out any additional administrative duties** appropriate to the role.

Person Specification

- Highly organised with the ability to juggle multiple priorities and deliver to tight deadlines
- Strong IT capability, especially across Excel, Word, and other core Office tools.
- Proven administrative accuracy with exceptional attention to detail essential
- Excellent written and verbal communication skills, able to engage confidently at all levels.
- Embraces change with a positive and resilient attitude, keen to keep learning and supporting the introduction of new processes and systems
- Strong customer service mindset, with the ability to build positive relationships across the business

Desirable but not essential

- Experience with e-learning platforms and content creation - training can be provided
- Presentation and facilitation skills a bonus