

**Job Title:** Learning Coordinator

**Reports to:** Regional Learning Manager

**Location:** Across Bromford Flagship Geography (East, Midlands or West)

**Type:** Full-time

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### **Job Purpose**

Carry out a full range of administrative support in organising engaging and effective learning experiences. Ensure training initiatives are well-organised, accessible, and aligned with business objectives. By coordinating logistics, maintaining learning systems, and providing learner support, the Learning Coordinator plays a key role in colleague growth, enhancing skills, and promoting a culture of continuous learning.

### **The part I play at Bromford Flagship to help us succeed is:**

In my role as Learning Coordinator, I am the first point of contact for colleagues on their learning journey. I support them in navigating our learning systems with confidence, answer their queries with care, and ensure every interaction reflects excellent customer service.

By coordinating course bookings and managing logistics in a timely and efficient way, I help create a seamless experience that allows colleagues to focus on their growth rather than the process. By providing excellent customer service and clear guidance, I help colleagues feel supported and confident in their development.

I collate and provide data to support effective decision making and identify improvements to support the team to continuously improve.

A crucial part of my role is ensuring colleague compliance with mandatory and regulatory learning. I help ensure that everyone completes the training required to protect themselves, their teams, and our customers – creating a safe, consistent, and high-quality environment for all. Through my work, I contribute to a culture where learning is not only accessible and well-managed, but also a vital part of keeping people safe.

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### **My skills and experience include:**

- Excellent customer service skills, to both internal and external customers
  - Excellent IT skills and record keeping
  - Excellent organisational and administrative skills with good attention to detail
  - Ability to plan, prioritise and work under pressure and on own initiative
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### **The skills I will develop include:**

- Familiarity with learning technologies, including Learning Management System platforms and digital learning tools
- Stakeholder management including Influencing and supporting others to prioritise development

- Understanding business needs and aligning learning initiatives with Strategy
- Building confidence as a trusted point of contact for learning within the business.

Accountabilities:

- Responsible for organising required learning including researching and booking venues, trainers and other resources as required
- Monitor attendance and rescheduling/chasing non-attendance
- Maintain training records within the learning management system
- Use the learning management system to facilitate all training course set up, attendance and cancellations
- Respond to internal/external communications and queries
- Prepare invoices, purchase orders, etc. including obtaining authorisation as required
- Support colleagues to use the learning management system
- Act as point of contact for external trainers; meet and greet when training at our offices where relevant.