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**Job Title :** Learning and Development Coordinator

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**Job Summary:** Responsible for leading on all professional qualification activities and co-ordination of pharmacy development tasks including Foundation programmes for Trainee pharmacists and other generalist Apprenticeship programmes. Also responsible for day to day administrative support for the HR Learning and Organisational Development team.

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- Key Responsibilities :**
- Full administration of Professional Qualifications, including enrolment of colleagues onto appropriate courses, withdrawals and processing certificates
  - To act as a subject matter expert in the field of pharmacy professional qualifications and GPhC regulations for pharmacy professionals
  - Reporting and monitoring of learner progress on a monthly basis
  - Development and enhancing of Professional qualification policies and procedures working with key stakeholders to ensure that they are fit for purpose and relevant
  - Working within the wider HR team to ensure that colleagues receive the correct award and recognition once they have received their qualification
  - Regular validation of qualifications and auditing of data input processes
  - Provide first-line advice, guidance and answer queries relating to all learning and development queries
  - Support the development and delivery of Apprenticeships, both within Retail and the wider business to ensure investment of the Apprenticeship levy
  - To manage and administer the Apprenticeship levy digital account
  - Attend regular meetings with key stakeholders in relation to professional qualifications and pharmacy development
  - Attend regular contract management meetings with external providers to ensure quality of provision
  - Support internal stakeholder inductions in relation to professional qualifications
  - Provide timely support for the L&OD team with booking rooms, printing and other general admin duties
  - Provide accurate and timely information in a range of formats on a regular and ad hoc basis
  - Compile data to provide management information to aid commercial decision making
  - Ensure any working processes are updated in the SOPs
  - Support the wider learning and talent team with project support and People plan initiatives and when required
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**Key Experience, Knowledge, Skills & Qualifications:**

#### **QUALIFICATIONS & TRAINING**

Essential

- Minimum of 5 GCSE's, including Maths and English
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#### Desirable

- Qualifications or certificates in Administration or Microsoft Office showing commitment to learning
- Sound knowledge of professional qualifications within the pharmacy sector and GPhC requirements in relation to professional registration

### **EXPERIENCE**

#### Essential

- Significant experience in a similar operationally focused admin role
- Working collaboratively with a range of stakeholders

#### Desirable

- Background working in a large, complex organisation
- Able to work and plan activities for business as usual and project work
- Able to work using the Digital Apprenticeship System – DAS

### **KNOWLEDGE**

#### Desirable

- An understanding of Professional Qualifications within the Retail Pharmaceutical industry

### **SKILLS**

#### Essential

- Working with learning management systems
- Ability to work to SOPs

### **PERSONAL QUALITIES**

#### Essential

- Able to build and maintain relationships
  - Able to motivate self and work on own initiative when not working within the larger team
  - Good decision making ability to help achievement of goals and objectives
  - Ability to plan, prioritise and schedule work
  - Able to demonstrate our company values
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