

JOB DESCRIPTION: WORKFORCE DEVELOPMENT COORDINATOR
REPORTING TO: ASSOCIATE DIRECTOR OF PEOPLE & CULTURE
BASED AT: ST ELIZABETH HOSPICE



JOB SUMMARY

The Workforce Development Coordinator will support the delivery of effective learning and development initiatives to ensure the hospice has a skilled and motivated workforce. Working closely with the Associate Director of People & Culture, the Workforce Development Coordinator will assist with workforce development initiatives, identifying training needs, delivering training programs, and evaluating the effectiveness of learning initiatives.

SAFEGUARDING RESPONSIBILITIES

- Demonstrate a commitment to keeping adults and young people safe.
- Report any disclosure made to you to the appropriate person.
- Report any safeguarding concerns in the workplace to the appropriate person.
- Maintain an awareness of the Hospice's policies in relation to safeguarding.

KEY ACCOUNTABILITIES

- Assist in identifying training needs through consultations with department heads and managers, and work with the Associate Director of People & Culture and HR team to develop training programs that align with the hospice's strategic objectives and support the development of the skills and competencies required for the future workforce.
- Work closely with Hospice Education to identify opportunities to collaborate on the hospice's internal workforce development needs and career pathways.
- Conduct needs assessments to determine the skills and knowledge gaps within the hospice workforce.
- Develop, deliver and/or coordinate the delivery of training programs, including induction, role-specific training, and general training to enhance the skills and knowledge of managers and staff.
- Work with the Head of Volunteers and HR Manager to support with the development and implementation of strategies to attract, grow and retain talent.
- Work with the Head of Volunteers, HR Manager and other key stakeholders to create clear career paths for staff, which outline the necessary skills and experiences required for progression.
- Assist managers and the HR team in creating succession plans.
- Assist in evaluating the effectiveness of training programs and providing feedback to stakeholders, using data and analytics to support this where possible.
- Support the Hospice to foster a learning never ends culture and encourage staff to take advantage of internal and external development opportunities.
- Encourage staff to embrace a mindset of lifelong learning and personal development.
- Support the Associate Director of People & Culture and HR Manager with the development and delivery of a corporate induction programme.
- As required, provide administrative support for learning and development activities, including scheduling, booking training venues, and managing training records.

GENERAL

- Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development;
- Because of the special nature of the hospice and its work the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care; to uphold the hospice values at all times.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE LINE MANAGER IN CONJUNCTION WITH THE POSTHOLDER.



**WORKFORCE DEVELOPMENT COORDINATOR
PERSON SPECIFICATION**

Requirement	ESSENTIAL	DESIRABLE
Qualifications & Training	<ul style="list-style-type: none"> • A relevant qualification in HR, L&D, or a related field (e.g., CIPD) or equivalent experience • Evidence of continuous professional development 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent in a relevant field • CIPD qualified
Knowledge & Experience	<ul style="list-style-type: none"> • Experience in delivering training programs, including induction and role-specific training. • Knowledge of learning and development methodologies • Experience of developing training materials, such as presentations, handouts, and workbooks • Familiarity with using LMS platforms to track and manage training records, enrol learners, and deliver online courses • Basic understanding of performance management principles 	<ul style="list-style-type: none"> • Experience in a healthcare setting, particularly hospice or palliative care • Knowledge of learning analytics and data-driven decision-making
Specific Skills	<ul style="list-style-type: none"> • Good communication and interpersonal skills • Strong organisational and time management skills • Ability to work independently and as part of a team • Creative problem-solving skills • Experience of using HR management systems and data analytics • Proficiency in using relevant software applications (e.g., Microsoft Office Suite, project management tools) 	<ul style="list-style-type: none"> • Experience in managing multiple projects
Personal Qualities	<ul style="list-style-type: none"> • Passion for learning and development 	

	<ul style="list-style-type: none"> • Commitment to providing high-quality training and development support. • Strong ethical principles and values • Adaptability and resilience • Ability to work under pressure and meet deadlines • A collaborative and team-oriented approach • A positive and enthusiastic attitude • A willingness to learn and develop professionally 	
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