

Job Title: Learning and Development Assistant Coordinator

Reports to: Learning and Development Coordinator

Job Purpose

The Learning & Development Assistant Coordinator is responsible for providing efficient administrative and coordination support to the Learning & Development function, ensuring the smooth delivery of training and development activities across Affinity Trust. The role supports the management of learning systems and data, maintains accurate training records, coordinates course administration, and acts as the first point of contact for learning-related enquiries.

Key Responsibilities

As the Learning & Development Assistant Coordinator, you will provide administrative and coordination support to the Learning & Development team, including:

- Managing data and maintaining accurate records
- Adding courses to systems, monitoring attendance, and ensuring compliance
- Serving as the first point of contact for support phone calls and emails
- Processing bookings, no shows and cancellations as required
- Coordinating with internal facilitators and supporting external training providers
- Assisting with reporting, identifying risks and trends
- Building and evaluating feedback loops

Person Specification

Factor	Essential	Desirable
Values	Demonstrates organisational values: People at the heart of everything we do We listen, we learn, we build on strengths. We give our best. What we do matters. Good days and bad, we take responsibility.	

	We work together. We are one team and value people's strengths and differences. We are open and trusting with each other. We have courage. We try new things. We are creative and adaptive.	
Skills and Experience	• Excellent attention to detail and accuracy • Data entry and record keeping skills • Strong IT skills and confidence using multiple systems and databases • Capable of balancing competing priorities in a fast-paced environment, managing multiple tasks simultaneously • Customer Service and interpersonal skills • Excellent written and verbal communication skills.	• Previous experience using Docebo and/or iTrent
Qualifications	• Educated to GCSE level or equivalent.	
Personal Attributes	• Proactive, resourceful, and adaptable in a fast-paced environment. • Professional, approachable, and committed to delivering excellent service. • Collaborative team player • Reflective and open to continuous professional development.	