

Title:	Learning & Development Co-ordinator
Contract type:	Permanent
Location:	Flexible, Home or hybrid based in our London Head Office (min 2 days per week)
Hours:	35 hours per week Full Time
Salary Scale:	£30,635 - £33,160 London Head Office based £26,307 – 28,475 Home based
Closing Date:	Monday 10 th February 2025, 8.00 am
Interview Date:	Monday 24 th February 2025 – In person in our Head Office

1. Introduction

Thank you for your interest in this post. This pack will give you some more information about the role and how you can apply. Please feel free to contact us if anything is not clear or you have further questions.

Homeless link's Leadership Programmes' aim is to provide leaders and future leaders in the homelessness sector, across England, with the skills, networks and knowledge they need to succeed. This is a new role in the Workforce Development Team to provide vital operational, marketing and administrative support to these programmes and the wider training team. The post holder will help us build a more effective, connected and diverse homelessness sector.

The successful candidate will have previous experience in a customer-facing role, excellent written and verbal communication skills, a keen attention to detail, excellent problem-solving skills and the ability to work across multiple workstreams, prioritising and managing deadlines.

We are actively seeking to increase diversity within our organisation and would greatly welcome applications from people with lived experience of homelessness, from a black or minority ethnic background and/or with a disability.

I look forward to receiving your application.

Lucy Horitz
Senior Learning & Development Manager (Leadership)

1. Job Profile

Role Description

PURPOSE

To provide vital operational, marketing and administrative support to our leadership programmes and wider training offer. Our leadership work aims to provide leaders and future leaders in the homelessness sector with the skills, networks and knowledge they need to succeed.

Ultimately, the purpose of this role is to help build a more effective, connected and diverse homelessness sector, across England.

ACCOUNTABILITY

Reporting to the Learning and Development Manager, within the National Workforce Development team

Please see team chart (page 6) for further detail.

LOCATION

We offer a flexible working policy, and as such, this role could be performed remotely. However, due to regular in-person events taking place in London, travel to London is required. A minimum of two days per week in the office is preferable (Aldgate EC3N). Some travel elsewhere in the country may also be required.

MAIN RESPONSIBILITIES

Administrative support

- Support the setting up of each new leadership cohort by processing enquiries and applications, assessing applications against criteria, communicating with participants, and diary and meeting management.
- Ensure all programme and participant data is up to date and logged in our CRM system and on the ILM Recognised online system.
- Print, collate and distribute hard and soft copies of all programme resources.
- Support with financial administration including processing invoices and budget tracking.

- Produce and distribute certificates of attendance.
- Provide vital logistical and administrative support to the Senior L&D Manager and wider training team.

Event management

- Support on all aspects of in-person and online events.
- Liaise with suppliers such as event venues and caterers.
- Communicate with attendees, including tracking information on dietary and accessibility requirements, and providing solutions to accessibility issues and any barriers for attendees.

Marketing and communications

- Act as the first point of contact for all enquiries related to our leadership work
- Support the marketing and promotion of our leadership programmes, including through social media, e-shots, internal meetings and communications.
- Manage the cohort social media including whatsapp and linkedin groups, including responding to questions and queries.

Monitoring and evaluation

- Support the monitoring and evaluation of programmes through online feedback surveys, data collation, dissemination and analysis.

General

- Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs.
- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive.
- To take part in Homeless Link training, events, and seminars as appropriate.
- All members of staff are required to operate in accordance with Homeless Link's values, policies, and procedures.

This is a description of the job as it is presently constituted. It is the practice of Homeless Link to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect business needs. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Person specification

EXPERIENCE AND TRACK RECORD

Essential

- Effective project management (planning, organisational and administration) skills with the ability to prioritise and manage deadlines and work across multiple workstreams at the same time
- Experience in a customer-facing role
- Excellent problem solving and time management skills
- Excellent written communication skills, with an ability to communicate clearly and concisely
- Keen attention to detail

Desirable

- Experience in event management
- Knowledge of digital marketing such as social media and/or willingness to learn
- Experience in data management and maintaining databases and spreadsheets
- Experience of administering training programmes
- Experience of working in the homelessness sector

QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

Desirable

- Knowledge and experience of using Microsoft 365, Eventbrite, Survey Monkey and Salesforce

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

Essential

- Willingness and ability to travel within England
- Willingness and ability to work outside normal office hours.
- Willingness and ability to operate in accordance with the values and policies of Homeless Link.
- Willingness and ability to work flexibly in response to changing organisational requirements.
- Commitment to bring into the work the views, needs and voices of people with direct experience of homelessness.

Desirable

- A sound understanding of the causes, consequences and solutions to homelessness based on direct experience.

Key Competencies

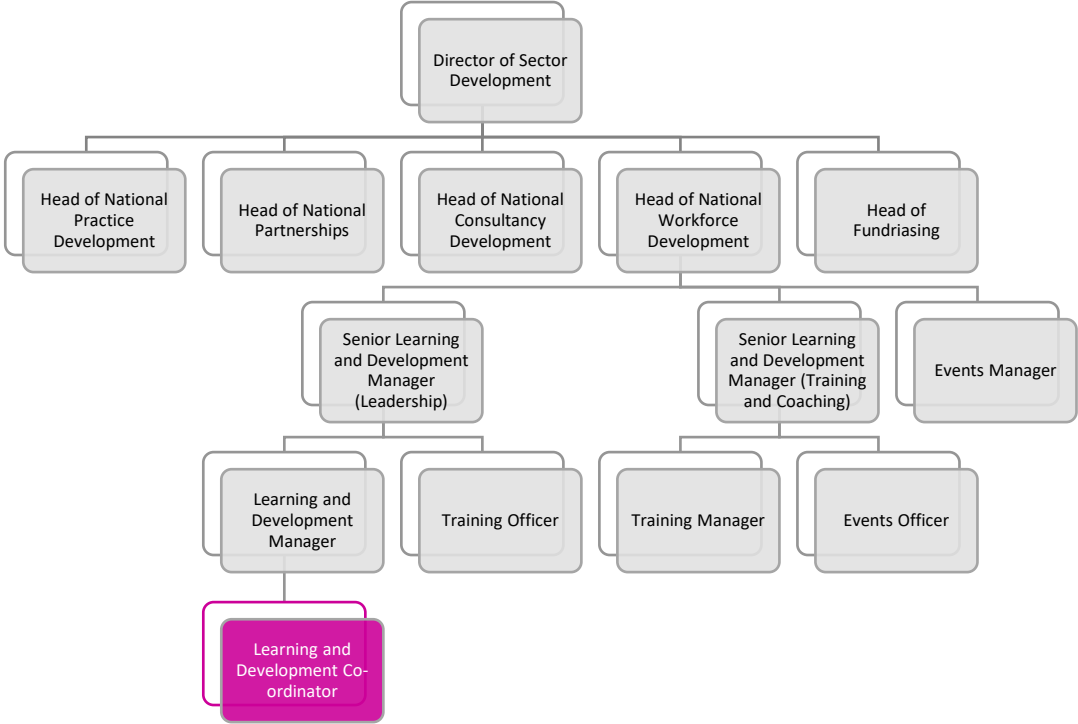
Summary of Core Competencies

Personal Contribution	Working with Others	Organisational Contribution
<p>Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance</p>	<p>Teamwork: Working cooperatively, building and nurturing strong relationships within and outside the organisation.</p>	<p>Resource and Project Management: Achieving results through efficient and effective management of projects and resources.</p>
<p>Effective Communication: Demonstrates ability to communicate concisely, accurately and persuasively verbally and in writing with a range of audiences</p>	<p>Stakeholder Focus: Identifying, understanding and striving to exceed the needs of all stakeholders.</p>	<p>Entrepreneurial and Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.</p>

Explanation of terms used

- **Role description:** gives details of the duties of the post. Use this as a guide to decide whether you think the job would suit you.
- **Person specification:** lists the criteria, which will be used to assess your application and covers the qualifications, specialist knowledge, experience, and track record that we are looking for.
- **Key competencies:** these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

Team chart



2. Employee Benefits

Salary Scales for Leadership Programmes Project Co-ordinator

£30,635 - £33,160 London Head Office based

£26,307 - 28,475 Home based

It is our policy to appoint at the first point of the salary scale.

3. How to apply

Sending in your application

Please provide your CV along with a covering letter explaining how you meet the essential requirements in the person specification, and email to:

recruitment@homelesslink.org.uk.

Please also complete our online [EDI monitoring form](#) to help us assess the effectiveness of our recruitment procedures to reach all candidates for our roles

The closing date is Monday 10th February 2025 at 8.00 am. Applications received after the published closing date will not be considered.

We plan to hold in person interviews on Monday 24th February 2025.

For any queries about the post, please email recruitment@homelesslink.org.uk

Supporting people with disabilities

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you require support, modifications, adjustments, or special equipment to assist you with the recruitment process. We will contact you to discuss your requirements further.

Supporting people with experience of homelessness

As part of Homeless Link's commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness.

[For more information about working at Homeless Link follow this link to our website](#)