

<b>Title:</b>	Learning and Development Coordinator
<b>Contract type:</b>	Permanent
<b>Location:</b>	Flexible Home based or Hybrid (London Head Office based) (Hybrid staff are required to attend the office at least 2 days per week).
<b>Hours:</b>	35 hours per week
<b>Starting Salary:</b>	£26,965 or £31,400 depending on location
<b>Closing Date:</b>	8.00am 27 <sup>th</sup> April 2026
<b>Interviews:</b>	6 <sup>th</sup> May 2026 : In person in our London 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 is the national membership charity for frontline homelessness agencies and the wider housing with health, care and support sector in England. With more than 750 members, we work to improve services and campaign for policy change that will help end homelessness and ensure that everyone has a place to call home and the support they need to keep it.

We provide specialist learning and development services to help staff working in homelessness to focus on their personal development or unlock change. This includes group training, qualifications and leadership programmes. Through this, we aim to create a high-performing homelessness workforce with the skills, knowledge and behaviours to provide professional, consistent support to people experiencing homelessness.

This role will provide vital operational, marketing and administrative support to our training and leadership programmes.

This is a full-time, permanent post and will sit within Homeless Link's National Workforce Development Team based in London, but the post is flexible, and home working will be accepted.

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.

Thank you for your interest, and I look forward to receiving your application.

Kate Alaway  
Head of National Workforce Development

# 1. Job Profile

## Role Description

### PURPOSE

We are an experienced training provider. We currently provide a suite of specialist homelessness training courses and tiered leadership programmes to help staff working in frontline services develop the skills, knowledge and networks they need to succeed.

To support us with this, we are looking to appoint a Learning and Development Coordinator who will provide essential administrative and operational support to ensure the smooth running of the programmes for learners and tutors.

### ACCOUNTABILITY

The post holder is a member of the National Workforce Development Team and will report to the Senior Learning and Development Manager.

### LOCATION

The post can be office or home based but will be required to attend meetings in London each month.

### RESPONSIBILITIES

#### Administrative support

- Support for training delivery, including course co-ordination and scheduling trainers
- Administer and maintain the LMS, including user management, course publication and enrolments.
- Ensure up to date course materials are uploaded into the system
- Support the development of an e-learning library including uploading courses and coordinating the maintenance of materials
- Provide support for online sessions including dealing with any technical issues
- Monitoring the training inboxes and dealing with customer enquiries
- Support the setting up of each new leadership cohort by processing enquiries and applications, communicating with participants, and diary management.
- Ensure all programme and participant data is up to date and logged in our training management system and on the ILM Recognised online system.
- Support the financial management of the programmes by ensuring invoices are processed properly.
- Print, collate and distribute hard and soft copies of all programme resources.
- Provide vital logistical and administrative support to the Workforce Development team.

#### Event management

- Support on all aspects of in-person and online events.

- Liaise with suppliers such as event venues and caterers, including negotiating the best possible price.
- 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 these programmes
- Support the marketing and promotion of our training and leadership programmes, including through social media, e-shots, internal meetings and communications.
- Manage the cohort whatsapp groups and linkedin leadership alumni groups, including responding to questions and queries.

### **Monitoring and evaluation**

- Support the monitoring and evaluation of programmes through online feedback survey 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
- All members of staff are required to operate in accordance with Homeless Link's values, policies and procedures

## Person specification

### QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

#### Essential

- Excellent communication skills
- Effective project management skills with the ability to prioritise and manage deadlines and work across multiple workstreams at the same time.
- Keen attention to detail

#### Desirable

- Knowledge and understanding of learning and development.
- Understanding of the needs of individuals experiencing homelessness and of voluntary organisations and local authorities providing services to them

### EXPERIENCE AND TRACK RECORD

#### Essential

- Experience in a customer-facing role, building and maintaining successful customer relationships
- Experience of providing administrative support to a project or programme,

#### Desirable

- Experience of learning management systems (LMS) and customer relationship management systems (CRM)
- Experience of working within the homelessness sector
- Experience of working in the education or learning and development sectors.
- Experience of working for a third sector organisation

### GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

#### Essential

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

## 2. Employee Benefits

Salary Scales for Learning and Development Coordinator

Hybrid Head Office Based: £31,400 - £39,786

Remote Based: £26,965 - £29,187

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

[Follow this link to find out more about working for Homeless Link.](#)

## 3. How to apply

### **Sending in your application**

Please provide your CV with a covering letter explaining how you will meet the requirements in the person specification and email to: [recruitment@homelesslink.org.uk](mailto:recruitment@homelesslink.org.uk)

It would also be helpful if you would complete our on-line [EDI monitoring form](#) and email to:

The closing date is 8.00 am on Monday, 27<sup>th</sup> April 2026. Applications received after the published closing date will not be considered.

We plan to hold in-person interviews at our Head Office on 6<sup>th</sup> May 2026

For any queries about the post, please email [recruitment@homelesslink.org.uk](mailto: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.