McCarthy & Stone
Welcome Home.

Job Description

Learning & Development Coordinator

Department	Reports To	Work Location
People Team	L&D Partner	Bournemouth/Remote

Purpose

The Training Coordinator provides efficient administrative and coordination support to the Learning & Development team, helping colleagues access the learning they need and ensuring training activities run smoothly across McCarthy & Stone.

Working closely with the Learning & Development Partners, the role maintains accurate records within Kallidus/iLearn, coordinates training bookings, venues, travel and accommodation, and provides practical support for learning programmes and initiatives.

The role is responsible for accurate and timely learning administration, responsive learner support and reliable training logistics, enabling the Learning & Development Partners to focus on identifying learning needs, designing solutions and delivering development activities.

Key Responsibilities

Learning Management System Administration

- Maintain and update Kallidus/iLearn, including learner details, groups, course information, learning assignments and training events, following agreed processes and approval requirements.
- Record attendance, completions, certificates and external training evidence accurately and promptly, checking discrepancies and maintaining a clear audit trail.
- Upload and update approved learning materials and course content, checking links, access and course settings before release and referring changes to mandatory learning requirements for approval.
- Provide first-line support for learner access, course bookings and training record queries, resolving routine issues and escalating technical faults to the relevant system owner or supplier.

Training Coordination & Logistics

- Coordinate any training calendars with the Learning & Development Partners and training providers, scheduling sessions, managing delegate bookings and waiting lists, and communicating changes or cancellations.
- Arrange venues, meeting rooms, equipment, refreshments and virtual meeting links, and support travel and accommodation bookings for facilitators and delegates in line with agreed budgets and Company policies.

- Issue joining instructions, calendar invitations and reminders; confirm accessibility and other practical requirements; and prepare materials, registers and feedback forms so sessions are ready to run.

Learning & Development Team Support

- Provide day-to-day administrative support to the Learning & Development Partners, including onboarding and development programme coordination, document preparation, learning communications and tracking agreed actions.
- Monitor the L&D shared mailbox and other agreed enquiry channels, priortising requests, responding to routine enquiries and directing specialist queries to the appropriate Learning & Development Partner or People Team colleague.
- Support Early Careers activities if required such as coordinating recruitment activity or programme coordination.

Learning Records, Reporting & Compliance Support

- Produce routine reports on bookings, attendance, completion and overdue learning, issue agreed follow-up communications and highlight missing records, data discrepancies or outstanding actions to the relevant colleague.
- Maintain organised training records and supporting evidence for reporting and audits, handling personal information securely and following Company data protection, access and retention requirements.

Supplier Administration & Continuous Improvement

- Liaise with training providers, venues and accommodation suppliers to confirm arrangements, obtain quotes and resolve routine booking queries, escalating issues or costs outside agreed limits.
- Support purchase order requests and invoice checks, maintain training expenditure records and track cancellations or unused bookings to help control avoidable costs.
- Collect and summarise learner feedback, maintain administration guides and templates, and suggest practical improvements to booking processes, learner support and routine system administration.

Key Performance Measures

- Accuracy and timeliness of LMS updates, attendance records and completion evidence.
- Training bookings, joining instructions, accommodation and materials arranged within agreed timescales.
- Response and resolution times for routine learners and L&D enquiries against agreed service standards.
- Routine reports, learning reminders and audit evidence provided accurately and on time.
- Feedback from learners, Learning & Development Partners and training providers on administrative support.

- Booking and invoice accuracy, avoidable cancellation costs and completion of agreed process improvements.

Knowledge & Experience

- Experience in training coordination, learning administration or a comparable role involving accurate records, bookings and support for a busy team, ideally within a construction and/or care environment.
- Experience maintaining a learning management system or similar database; experience of Kallidus/iLearn is desirable.
- Experience coordinating meetings, events or training sessions, including delegate communications, venues, travel and accommodation arrangements.
- Confident using Microsoft 365, particularly Outlook, Teams, Excel and Word, to manage schedules, maintain trackers and prepare routine reports.
- Understanding of confidentiality, data protection and the importance of accurate training records and evidence for mandatory learning and audits.
- Experience handling enquiries, balancing competing deadlines and liaising with colleagues and suppliers; familiarity with purchase orders and invoice administration is desirable.
- Experience of developing e-learning content is desirable.

Skills:

Skills Required (change proficiency as required and add rows if needed)	Proficiency Level Required (select drop down)
Administration & Attention to Detail - Maintains accurate learning records, checks information carefully and completes routine administration reliably.	Practitioner (has detailed knowledge and significant experience in this area)
Learning Management Systems - Maintains learner and course information, updates training records and resolves routine queries within agreed processes.	Working (has working knowledge and practical experience in this area)
Training & Event Coordination - Organises training schedules, delegate bookings, venues and accommodation, ensuring arrangements are complete and clearly communicated.	Practitioner (has detailed knowledge and significant experience in this area)
Communication & Learner Support - Provides clear instructions and helpful responses, manages routine enquiries and recognises when specialist support is needed.	Practitioner (has detailed knowledge and significant experience in this area)
Organisation & Prioritisation - Balances bookings, learner enquiries and team requests, meets agreed deadlines and flags conflicting priorities promptly.	Practitioner (has detailed knowledge and significant experience in this area)
Microsoft 365 & Reporting - Uses Outlook, Teams, Word and Excel to coordinate activities, maintain trackers and produce accurate routine learning reports.	Working (has working knowledge and practical experience in this area)
Supplier & Cost Administration - Obtains booking information, supports purchase orders and invoice checks, and tracks costs within agreed approval limits.	Working (has working knowledge and practical experience in this area)
Confidentiality & Data Handling - Handles personal learning information securely, follows data protection procedures and maintains appropriate records and access controls.	Working (has working knowledge and practical experience in this area)

Health and Safety responsibilities in relation to you are to:

- Take reasonable care of your/ their own health and safety and that of any person who may be affected by your/ their acts or omissions at work.
- Act in accordance with Company Health and Safety policies and procedures, are trained and competent to carry out work properly and do so,
- Are familiar with, understand and discharge any allocated safety responsibilities,
- Are provided with adequate information, supervision and equipment to allow duties to be undertaken in a safe manner and
- Immediately stop any unsafe activity until adequate measures have been taken to remove the risk or reduce it to as low as possible, seeking advice from H&S qualified staff as appropriate.