

## Job Description

<b>Job Title:</b>	Learning Coordinator / EA
<b>Hours:</b>	30 Hours per week Monday - Thursday
<b>Reporting to:</b>	People Director
<b>Job purpose:</b>	Our Vision is to make every day the best day possible for our patients, and those closest to them, living with life-limiting illnesses in South Devon. Our People Team exists to ensure we have the right people with the right skills and create an environment where they are able to carry out their best work to deliver this aim. Your role will be to co-ordinate and administer our learning activities to ensure our people remain skilled and up to date, and be a key member of the People Team, providing presence, stability and efficient support to enable the team to run effectively.

### Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

### Key Roles and Responsibilities

1. Provide comprehensive, professional and confidential EA support to the People Director, including managing their diary, arranging meetings, resolving conflicting appointments and schedules, drafting correspondence, assisting with the production of documentation, ensuring they are prepared for meetings, and welcoming guests.
2. Lead the administration of Rowcroft's internal learning activities. Manage and administer the HIVE Learning Management System, act as key liaison between Rowcroft and the NHS. Provide support and guidance to employees, managers and educators across the organisation to enable them to obtain the full benefit of the HIVE.
3. Lead in the coordination and administration of Rowcroft's Welcome Day and learning events including the leadership & management programme and supervision. Liaise with and confirm bookings with trainers and facilitators, working closely with service leads across the organisation to ensure attendance, book rooms and refreshments and be the point of contact to support events on the day.
4. Coordinate the collation of the monthly and annual board data. Generate learning and annual review data as and when required, making the best use of available technology.
5. Act as Office Manager, play a lead role in the smooth running of the office. Coordinate and play a key role in any improvement and other agreed projects.
6. Provide office presence and cover for the People Team. Provide administration and minute taking support as required.



7. Coordinate employee reward initiatives such as the Bright Ideas Scheme, Long Service Awards, Employee celebration events.
8. Produce strategy documents, posters and literature within Rowcroft's branding guidelines on behalf of the People Team using Canva and other suitable technology.
9. Administer the People Team presence on the intranet, ensuring all documentation is on brand, up to date, and easy to access. Keep content under review and identify resources and appropriate information.
10. Be a great ambassador for the People Team, encourage restorative practice in all interactions, and take part in relevant activities.
11. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures
12. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Help to create an environment that is continually critically questioning practice and promoting learning.

This list can never be exhaustive but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

### **Infection Prevention**

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.

### **Place of Work**

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time).

This will be fully discussed and agreed with the postholder to meet individual and business needs.



Learning Coordinator / EA

**PERSON SPECIFICATION**  
**Learning Coordinator / EA**

	<b>Essential Attributes</b>
<b>Qualifications and Training</b>	A good general level of education including English.
<b>Knowledge and Skills</b>	<p>High standards of presentation and accuracy and attention to detail with both written and spoken communications and data.</p> <p>Good working experience of Windows and Office applications, including extensive experience of Microsoft Teams as a collaboration tool.</p> <p>Proficient in the use of CANVA or similar software to produce high quality, branded documentation.</p> <p>The ability to deal discreetly, sensitively and maturely with matters of a confidential nature.</p> <p>The ability to build highly effective and collaborative working relationships with others.</p> <p>Excellent customer service towards all internal and external customers.</p> <p>Good listening, minute taking and report writing skills.</p> <p>Excellent organisational skills, the ability to juggle multiple deadlines and conflicting priorities, prioritising and coordinating as required.</p> <p>A good working knowledge of GDPR and data protection requirements.</p>
<b>Experience</b>	<p>Proven experience as a EA to a director or senior manager, including diary management.</p> <p>Experience of administering detailed processes, and of maintaining accurate and up to date records.</p> <p>Experience of working with databases.</p>
<b>Personal Requirements</b>	<p>Flexibility to be on site to set up learning events, and meet and greet trainers and delegates and participants.</p> <p>Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.</p> <p>Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.</p> <p>Willing and able to volunteer for at least one Rowcroft event each year.</p>

