



Academy Coordinator

Job description and person specification

As an Academy Co-ordinator, you'll be working in the central Learning and Development (Academy) Team supporting all Academy initiatives, from supporting learning management system queries to managing learning programme co-ordination.

This is a great opportunity to work within a committed team that impacts on all of our colleagues and the people we support. Your expertise and experience to support the development of an organisational learning culture will help to make the Exemplar Academy market leaders.

The Academy Coordinator will be a main contact to support with the day-to-day management and maintenance of our Learning Management System (LMS). The role includes producing accurate documentation, reports and statistics when required to support the business. A key part of the role is to book and manage training events with external and internal providers, including course invites, room bookings and accurate event and attendance management.

Our learning and development strategy ambition is 'Ensuring every day is better by building a community of learning and growth' with an ambitious strategy plan to make this happen.

About Exemplar Health Care

Exemplar Health Care is one of the country's leading nursing care providers for adults living with a range of complex needs.

We support adults living with complex mental health needs, dementia, neuro-disabilities and physical disabilities.

We also have a number of learning disability services.

Across all of our homes, one thing remains the same – all of our colleagues play a vital role in helping us to achieve our mission of making 'every day better' for the people we support and our colleagues.

Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make them a part of everything that they do.

We're looking for people whose personal values match our values of:

- fun
- integrity
- responsive
- success
- teamwork.

Read more about our values [here](#).

The key responsibilities of an Academy Coordinator

As an Academy Coordinator with Exemplar Health Care, you'll support the delivery of our learning culture with a passion for accuracy and responsiveness. You need a structured approach to work and be very well organised. The ability to multitask is key and the ability to maintain momentum and complete tasks timely is imperative.

This is an exciting opportunity to use your organisational skills and attention to detail to make a real difference!

The role is varied, but as a general guide your responsibilities will involve the following.

As an Academy Coordinator, you'll:

- support the Academy with providing digital expertise to enhance opportunities to the business and colleagues to maximise the use of the LMS
- support the Academy with the monitoring of organisational training compliance; providing reports and data analysis, review any trends across the organisation and highlight areas of focus for the department
- support the Academy with identifying training needs and support the home managers in the implementation of training opportunities for all staff
- assist the department to ensure there are adequate, suitable and accurate resources available for Inductions and Leadership Programmes, for example equipment, resources and handouts
- managing specific projects as required that will involve planning, monitoring and making sure tasks are efficiently and effectively carried out
- communicate effectively with the Academy Team and trainers, any specific needs of training attendees
- liaise with recruitment colleagues with regards to induction attendees
- book and manage internal and external training when requested
- liaise with external training providers ensuring that attendees, equipment, resources and refreshments are organised
- produce and send appropriate documents and certificates for all training courses.
- process invoices
- communicate to the homes non-attendance on training
- undertake project work from time to time
- maintain effective communication with Home Managers, Academy Team and all other colleagues
- support the Academy to publicise and promote development and training initiatives to colleagues working within the group.

What we look for in our Academy Coordinator

Our values

First and foremost, our Academy Coordinator should live and breathe our values of fun, integrity, responsive, success and teamwork.

Our first value is fun, and no matter what role you're in, we expect you to make life fun for our service users and colleagues. Check out our [Facebook page](#) for all of the fun activities that we get up to!

You can read more about our values and what they mean on our website: www.exemplarhc.com/careers/our-values.

If your values match ours, then we're off to a great start.

About you

Here are some of the other characteristics that we look for in our Academy Coordinator.

As an Academy Coordinator, you'll:

- be **caring and sensitive**
- have a keen **eye for detail**, able to spot areas for improvement
- know how to treat people with **compassion, dignity and respect**
- show a commitment to **caring for others** and ensuring that our care is the best it can be
- be an **excellent team player**
- be able to **communicate** with a range of people, including those who use communication aids
- follow **policies, processes and regulations** relevant to your role (training will be provided)
- understand what '**safeguarding**' is and your role in supporting people to keep safe.

The ability to think on your feet and be flexible is also important in this role.

Qualifications and training

As an experienced coordinator you don't need to have any qualifications to apply for this role, but it may be useful to have a good standard of education such as a GCSE in English and maths together with good knowledge of Microsoft Office programmes, as well as a track record of managing projects.

When you start, you'll do a company welcome induction which covers mandatory and statutory training including safeguarding, moving and handling, and infection prevention and control.

After that, you'll do a role specific induction in your team with the support of a buddy or mentor. This induction will cover all of your responsibilities in detail.

Throughout your employment, you'll have regular supervisions and Performance Development Reviews (PDRs) with your Manager. During your PDR, you'll review your progress, celebrate your achievements, address any issues and identify your career aspirations.

There are lots of opportunities to continue your learning and progress in your career if you wish.

We ask that you:

- attend and complete your induction
- attend all planned training that Exemplar Health Care offers, including eLearning and face-to-face training
- continue to learn on-the-job, especially during your first few months with us
- attend your supervisions and PDRs when invited by your Manager
- show a commitment to learning and keeping your skills and knowledge up to date.

Person specification – Academy Coordinator

Qualifications and experience	Essential	Desirable	How assessed
Microsoft Software experience- outlook, excel, word and power point	Y		Application, Interview
LMS implementation/maintenance experience		Y	Application, Interview
Project Management experience	Y		Application, Interview

Skills	Essential	Desirable	How assessed
Excellent time management skills, able to manage conflicting priorities and meet deadlines	Y		Application, Interview

Personal qualities and behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Y		Application, interview
Strong communication styles and ability to adapt to varying audiences		Y	Application, Interview

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work Act 1974, to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- recognise the rights of our service users to take risks to promote their own recovery
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014), Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children and adults' policies, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:

- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures

- familiarise yourself, and comply with, protocols and systems for information sharing
- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

You'll learn more about data protection, as relevant to your role, during your induction.