



Learning & Development Officer (Digital)

Job Description and Person Specification

Contract Type:	Permanent
Salary:	Band 3, S9 – S12 (£28,123 - £30,179)
School:	Central Trust Team
Location:	South- East London
Hours per week:	35 per week, Flexible and part time considered
Accountable to:	Senior Director: Professional Learning

Job Purpose

The Learning and Development Officer will provide high-quality operational, administrative and programme support to the Trust's Professional Learning function (Habs Institute), enabling the effective delivery and coordination of Professional Learning programmes across the Trust. This role supports marketing and recruitment activities, the management of data and reporting and the smooth delivery of development workshops and programmes enabling the acquisition, development and retention of talent as described in the Trust's People and School Improvement strategies. In line with the Trust's digital strategy, this role contributes to automating routine administrative activity, improving reporting and enabling scalable, sustainable professional learning delivery, including hybrid and online models.

You will play a key role in embedding digitally enabled approaches to learning and development, supporting the use of systems, platforms and tools to streamline processes, improve programme management and data accuracy, enhancing participant experience.

This role requires a digitally curious and proactive individual with a deep commitment to people development. You will be a role model for lifelong learning, motivated to develop your own capability in digital systems, learning platforms and emerging technologies, supporting the Trust to deepen its digital maturity and improve operational efficiency.

Through this work, you will improve the reach, impact and experience of Professional Learning and modern learning approaches to support the Trust People and School Improvement Strategy ambition to attract, develop and retain 'Great People'.

Key Responsibilities of Role

Learning Operations & Programme Delivery

- Coordinate the planning, scheduling and delivery of professional learning programmes across the Trust.
- Support delivery of in person, hybrid and virtual events, including webinars, workshops and conferences.
- Manage bookings, communication and participant journeys, using digital systems to ensure a smooth user experience.

- Contribute to the improvement of programme delivery, using systems, data insights and digitally enabled tracking to take proactive action

Administrative & Business Support

- Provide efficient administrative support ensuring processes are organised, scalable and digitally optimised.
- Manage and maintain organised systems and communication platforms, ensuring documentation, resources and current is accurate and user-friendly.
- Support financial, and operational processes, ensuring logistics are strong, digital tools and workflows are optimised, and Trust systems are followed

Digital Learning, Digital Systems and Digital – first approach

- Support the use and continuous improvement of digital learning platforms and systems (e.g. SharePoint, learning portals, booking systems).
- Identify opportunities to digitise and automate administrative L&D processes (e.g. registrations, communications, tracking, feedback collection).
- Maintain high-quality digital environments and resources, ensuring accessibility, accuracy and consistency of information.
- Support delivery of hybrid and virtual professional learning, including webinars, online programmes and digital collaboration.
- Support marketing and recruitment activities with digital scheduling, communication tools and campaigns.
- Use digital tools and platforms to improve reach, engagement, efficiency and participant experience.
- Demonstrate initiative in learning and applying new digital and AI-enabled tools to improve efficiency and effectiveness, embracing emerging learning technologies.

Data, Evaluation & Insight

- Maintain high-quality datasets (engagement, completion, progression) using Trust systems.
- Support the collection and analysis of feedback and evaluation data, identifying and addressing patterns, gaps and areas for improvements.
- Produce reports and dashboards to support decision-making and demonstrate the impact of professional learning.
- Ensure compliance with GDPR and maintain secure digital handling of information.

Stakeholder Engagement and Communication

- Act as first point of contact for Habs Institute, upholding a consistently positive, professional and highly responsive approach
- Build strong relationships with partners, prospective and current participants, acting as an ambassador for Habs Institute and the Trust
- Promote professional learning opportunities through engaging in person and digital communication.

Other responsibilities

- Demonstrate a commitment to continuous improvement and development, taking ownership of personal learning and growth in digital capacity
- Support occasional evening or weekend work linked to events delivery

- Undertake any other duties commensurate with the grade and nature of the post
- Work flexibly across the central Trust function

General

- To work within the school framework with regard to Health and Safety
- To promote equal opportunities in the school
- To promote the ethos of the Trust / school
- To promote the school's commitment to the continued professional development of all staff.
- To work within the school's framework with regards to Health and Safety.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children.
- To report any Safeguarding concerns in accordance with Trust's Safeguarding Policy
- To undertake any duties as may reasonably be required by the Executive Principal or Leadership Team

London Living Wage

We are proud to pay the London Living Wage.

Person Specification

	Essential	Desirable	Method of Assessment A = Application I = Interview AS = Assessment R = References
Education & Qualifications			
	<ul style="list-style-type: none"> GCSE Maths and English Grade C or above (or equivalent). 	<ul style="list-style-type: none"> Relevant degree or professional qualification in, Business Administration, Learning and Development, or HR 	A, I
	<ul style="list-style-type: none"> Excellent written and verbal communication skills. 		A, I
	<ul style="list-style-type: none"> An enhanced DBS (we will apply for this for you) 		A, I
Knowledge & Experience			
	<ul style="list-style-type: none"> Experience of working in a fast paced learning and development or HR focused role 	<ul style="list-style-type: none"> Experience of working in a Multi-Academy Trust 	A, I, AS, R
	<ul style="list-style-type: none"> Experience of coordinating events, meetings, training or programmes 	<ul style="list-style-type: none"> First Aid qualified 	A, I, AS, R
	<ul style="list-style-type: none"> Experience maintaining accurate records and managing data systems 	<ul style="list-style-type: none"> Working across a partnership of schools or across schools within a Multi-Academy Trust setting 	A, I, AS, R
	<ul style="list-style-type: none"> Experience working with multiple stakeholders and 	<ul style="list-style-type: none"> Experience analysing and reporting on data 	A, I, AS, R

	responding to enquiries professionally	trends and performance measures	
	<ul style="list-style-type: none"> Strong IT skills including Microsoft Office applications 	<ul style="list-style-type: none"> Experience using learning platforms, digital booking systems or CRM-style tracking tools 	A, I, AS, R
	<ul style="list-style-type: none"> Understanding of GDPR and the importance of confidentiality and data accuracy 	<ul style="list-style-type: none"> Experience supporting virtual or hybrid events / programmes 	A, I, AS, R
	<ul style="list-style-type: none"> Strong organisational and time-management skills with attention to detail. 	<ul style="list-style-type: none"> Familiarity with using data to inform improvements 	A, I, AS, R
	<ul style="list-style-type: none"> Excellent communication and interpersonal skills. 		A, I, AS, R
	<ul style="list-style-type: none"> Ability to manage multiple priorities and work to deadlines. 		A, I, AS, R
	<ul style="list-style-type: none"> Proficiency in Microsoft Office and familiarity with SharePoint or similar platforms 		A, I, AS, R
	<ul style="list-style-type: none"> Confidence using digital systems and tools to manage workflows, data and communication 		A, I, AS, R
	<ul style="list-style-type: none"> Ability to identify opportunities to improve processes using digital approaches. 		A, I, AS, R
	<ul style="list-style-type: none"> Analytical skills for interpreting data and producing actionable insights. 		A, I, AS, R
	<ul style="list-style-type: none"> Strong research skills 		A, I, AS, R
Personal Qualities			
	<ul style="list-style-type: none"> Clear commitment and understanding of the Trust 		A, I, AS, R

	ethos, vision and values and an ability to uphold them		
	<ul style="list-style-type: none"> • Belief in equality and opportunity for all, ensuring that all staff feel included and listened to 		A, I, AS, R
	<ul style="list-style-type: none"> • Ability to establish and articulate a clear vision in an engaging way 		A, I, AS, R
	<ul style="list-style-type: none"> • Determination and resilience 		A, I, AS, R
	<ul style="list-style-type: none"> • High level of interpersonal and communication skills and the ability to build relationships and influence at all levels – engaging with a range of stakeholders successfully 		A, I, AS, R
	<ul style="list-style-type: none"> • Commitment to collaborative working 		A, I, AS, R
	<ul style="list-style-type: none"> • High expectations of achievement, conduct and behaviour and a willingness to address situations where these fall short 		A, I, AS, R
	<ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children and young people 		A, I, AS, R

Staff Development

Our staff are important to us. We know that without great staff, our children will not be as successful. Therefore, Professional Learning is key to our success. As a new employee within the Trust, you will be supported by the Senior Directors of People and Professional Learning, alongside your line manager to realise your full potential.

'Our People Strategy is key to our success and integral to this is our commitment to equity, equality, diversity, and inclusion . Bringing this to life is the responsibility of every member of staff. We take seriously any behaviour which undermines it. Anyone applying to work with us, should share this commitment.'

