

Job Title: L&D Coordinator Apprentice
Department: Central Services
Based: Hartlebury
Reporting to: Head of Learning and Development

THE COMPANY

Established in 1980, we're one of Europe's most experienced and largest, fully integrated, award winning communications agencies. From the strategic communication consultancy, to our complete in-house production facilities for digital media, video, events & print, we deliver to companies of all sizes that span a wide range of markets.

REMUNERATION

Agreed as per contract of employment.

Bonus & pension contribution scheme as outlined in your contract of employment.

PURPOSE

To support the Learning & Development function in a busy expanding creative communications agency. You'll support in all aspects of L&D administration and eventually progress to early experience training delivery. This helps us ensure a value-added support service to the wider organisation.

PRINCIPLE DUTIES

Learning & Development

- Update and maintain the Academy portal daily
- Own and coordinate the e-learning portal, Skill of the Month, monthly reporting and maintenance of platform.
- Coordinate and facilitate training sessions and seminars based on set up requirement
- Take ownership of all room bookings, set ups, room requirements.
- Coordinate and maintain adequate stocks of Academy learning materials based on requirement
- Sent out training course reminders, follow ups, provide accurate reporting.
- Maintain the L&D budget spreadsheet.
- Send out key learning follow ups as required
- Research, collate and create learning materials.
- Preparing training materials for all **DRPG** locations which may include drafting, proofing, printing, binding etc.
- Support other departments with training request collations, research and liaise with the Head of L&D to create proposals to meet requirements.
- Liaising with external training providers as required
- Update and maintain the apprenticeship levy portal
- Collating management information and data as required
- Facilitating work experience requests, structured plans and feedback
- Working with local education to drive work experience, further education and Schools Program

- Ad hoc projects as required
- Deliver short L&D inductions to new starters.
- Work with Head of L&D to develop presentation, confidence and delivery skills
- Work with both London and Windsor offices to assist in L&D support
- Collating management information and data as required
- Updating and maintaining portal academy systems
- Electronic filing
- Assist in ad-hoc projects as required
- Complete your Business and Administration Apprenticeship Program.
- Complete a Personal Development Program at DRPG
- Attend external events as necessary

This list is not exhaustive and you will be expected to work flexibly and *undertake other such duties as the management may from time to time reasonably require.*

YOUR APPRENTICESHIP

The DRPG Apprenticeship Scheme is a game changer. We don't do average. We've worked really hard to create a programme that ticks every box for every person working with us.

Our aim is to grow a constant pipeline of people for our future, loyal and engaged, hardworking and commercial, we want our apprentices to learn every day, and be creating their careers at DRPG. You will have real roles, real responsibilities and add real value to our business.

The scheme delivers tons of practical, real life, on the job training and experiences where anything is possible, and that's boosted by the educational studies you receive from our various training partners. You will be given plenty of time to study and given support to complete your qualification. For many companies that would be enough, but at DRPG we haven't stopped there. Not by a long shot.

Apprentices are supported by our own in-house learning & development powerhouse, the DRPG academy. You attend a handpicked set of courses chosen for your development from our DRPG essentials programme, then you'll also go through a suite of focused modules around our vision, values and behaviours. You'll be allocated a business mentor and early on we help you learn about your leadership voice with our 5 Voices programme. We're a future facing business so you will also learn socially on our Lunch & Learn and Skill Share events and you can top up 24/7 on any device with our eLearning partner Litmos Heroes.

EXPERIENCE

- Proven experience as within a comparable role. You'll need to have already gained some experience in an administrator or coordinator role.
- Strong ability in using MS Office (Outlook, MS Excel and MS PowerPoint, in particular)
- Outstanding communication and interpersonal skills. You will be a people person focused on the development of others.
- Ability to handle data with confidentiality and accuracy.
- Outstanding organisational and time management skills.

SKILLS

- Have a full UK driving licence
- Be organised with a good eye for detail.
- Be able to work under pressure.
- Be able to think creatively, plan and execute solutions to problems.

- Be able to communicate effectively both verbally and in writing.
- Be punctual and willing to work outside normal office hours when required.
- Ability to work on own initiative and autonomously.
- Able to think outside the box.
- Able to work at pace and go with the flow.

CHARACTERISTICS

- Willingness to learn new skills and develop existing ones.
- Self-motivated with the ability to work individually and as part of a wider team.
- Must be committed to making 'anything possible' with a 'can do' attitude.
- Positive attitude towards challenging situations and multi-tasking.
- Focused on consistently providing high service levels.
- Organised with a very keen eye for detail.

OTHER REQUIREMENTS

- Able to travel throughout the UK and overseas.
- Driving license or guaranteed methods of transport to and from work

DATA SECURITY

At all times, you must work within the guidelines set out in the **DRPG** Information Security Policy and your Employee Confidentiality Agreement. Failure to do so will be deemed as gross misconduct.

FURTHER NOTES

The role will be based primarily in our Worcestershire head office. There will be times when this role will require you to work from the company's other offices. You will be expected to work flexibly and undertake other related commercial duties both in the UK and overseas as the company may from time to time reasonably require.

At all times you must work within the guidelines set out in **DRPG's** Health & Safety Policy and Employee Manual.

***DRPG** is an equal opportunities employer.*