

Role Definition

Job Title: Learning, Development & Inclusion Coordinator
Reporting to: Learning & Development Advisor and Equity, Diversity & Inclusion Lead (EDI)

About the role

This is a combined role supporting both the equity, diversity and inclusion programme and learning and development at Foster + Partners. Both workstreams are incredibly important to the practice, sit in the L&D Team and are delivered using a mix of blended learning, events coordination and an advocacy approach, in London and across our global offices. This includes workshops, In Conversations, presentations, training courses, steering committees, online content, intranet blogs and online features, e-learning, video and one-to-one coaching and mentoring.

We also develop and deliver talent programmes and processes across the Practice, from education and qualifications to performance management, skills assessment, and succession planning.

Reporting to both the L&D Advisor and EDI Lead and ultimately to the Head of Learning & Development, the post holder will support two workstreams:

- Power skills, Mentoring and Creativity
- Diversity, Equality and Inclusion

As the L&D team sits within the HR team and EDI is a crucial part of recruitment and retention, there will also be regular interaction with HR colleagues.

The focus of the role will be:

- Support and champion EDI best practice and culture change across the practice
- Coordination of the EDI programme and vision globally across Foster + Partners
- To support the Learning and Development team and strategy for Foster + Partners across the Global organisation.
- Contribute to a world class Learning and Development function which builds capability in line with the Practice strategy.
- To support and assist employees and teams in the Practice to get more from the current and future learning, training, and development on offer.
- Supporting the practice to be an industry leader in EDI, championing inclusion and equity across all relevant workstreams.

Responsibilities

- Assist with learning and EDI event management for smooth and high impact delivery
 - Manage and schedule annual training and EDI and L&D calendar – arranging room, catering and other requirements both internal and external
 - Ensure all events are inputted and managed correctly on the Learning Management System (LMS)
 - Liaise with trainers, speakers, and providers to ensure relevant course materials are sourced/printed and available on the day
 - Feedback on and input into course material and design
 - Manage and maintain in-house training facilities and equipment

- Liaise with event advisor for delivery of events and D&I catering on the London campus.
- Create communications and marketing materials for promotion of EDI and learning initiatives
 - Deliver wording and images to advertise and promote learning and EDI events through our intranet (i.e. emails, intranet notices, intranet blogs and features, printed materials etc.)
 - Maintain and update all learning system communications, including email reminders and notifications
 - Create employee surveys for feedback on learning programmes, events and EDI best practice
 - Organise content, visuals and production of promotional events boards for campus events
 - Coordinate and keep EDI intranet pages up to date
 - Support EDI website page updates
- Act as the first point of contact for learning queries
 - Assist with queries from individuals and teams across the Practice
 - Liaise with external clients, suppliers, and related contacts
 - Maintain and develop relationships with internal clients
 - Coordinate and attend EDI meetings as required
- Maintain and develop reporting across a spectrum of learning tools, systems, and processes
 - Generate monthly reports on learning events, online learning, performance and talent processes, costs etc. across some of these systems:
 - Learning Management System
 - LinkedIn Learning
 - HR system (SAGE)
 - Managed learning services (NowTraining and QA Ltd)
 - Ensure maintenance of Learning Management System so curriculum database and training records are up to date
 - Create of new reports and trackers using Excel, power BI or other reporting tools
 - Respond to ad-hoc reporting requests from the business
- Program management and improvement
 - Support the regular review and improvement of courses, events and processes
 - Research new opportunities, tech, vendors and ways of working
 - Co-design proposals for new programs and initiatives
- EDI programme support, coordination and delivery
 - Support Foster + Partners five EDI Employee Networks as required to ensure success and impact
 - Co-ordinate and take minutes for the EDIB (equity, diversity, inclusion and belonging) Steering Committee meetings
 - Provide EDI statistical information as required, including information relating to gender and ethnicities

- Support the coordination and delivery of EDI panel discussions and *In Conversations*
- Arrange promotion, photography and filming for all EDI events
- Support the development and delivery of the EDI New Starter Induction programme, Part 3 EDI Training module and other EDI training as required
- Support the development and delivery of the EDI Schools Programme
- Update and produce monthly EDI dashboard reports and KPI reporting.
- Support the content development and delivery of EDI intranet blogs and features to commemorate and celebrate important dates (e.g. Windrush, NAIDOC Week, Juneteenth, Black History Month, International Women’s Month, Neurodiversity Celebration Week, etc.)
- Support EDI content for Bid applications as required
- Coordinate the maintenance of the Multi-faith Space and Mother’s Room
- Liaise with the Events Team as required to organise specific EDI celebrations and commemorations.

Qualities and Skills

Essential

- Experience with a Learning Management and/or Content Management System
- Impeccable reporting skills using tools such as Excel, PowerPoint, etc.
- Excellent presentation, written, verbal and interpersonal skills
- The ability to manage sensitive and pressured situations with tact, diplomacy and empathy
- Exceptionally organised and meticulous in coordinating people, events, and data
- Excellent attention to detail including accurate data entry skills and event management
- Basic knowledge of practical learning and development principles and an interest in current best practice and its implementation
- Able to demonstrate initiative and a pro-active approach to daily tasks
- Strong discretion is exercised when dealing with sensitive information and enquiries and able to ensure confidentiality is maintained at all times
- Understands about and committed to championing equity, diversity and inclusion
- Has held prior EDI responsibilities
- Understanding and experience of EDI best practice
- Experience of working with children and young people with a range of lived experience

Desirable

- Experience training, learning and development: creating and publishing training materials or delivering training to others
- Has some knowledge and experience in e-learning content authoring
- Knowledge of the Equality Act 2010
- Has experience in apprenticeships i.e. administration, set-up, etc.
- Has worked in a similar role within another organisation
- Lived experience of diverse and underrepresented communities
- Knowledge and experience of supporting Deaf and disabled colleagues in the workplace
- Experience of delivering training

This job description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.