

<b>Group Member:</b>		Luminate Education Group	
<b>Job Title:</b>		Learning and Organisation Development Apprentice Practitioner	
<b>Reports to:</b>		Learning & Organisational Development Business Partner	
<b>Job Grade</b>	Level 3 Apprenticeship	<b>Department</b>	L&OD / HR

**ROLE SUMMARY:**

As a Learning and Organisational Development (L&OD) Apprentice, you will support the delivery of initiatives that help colleagues learn, grow, and perform at their best. Working closely with the L&OD team, you will assist in the planning, coordination, and evaluation of a wide range of learning activities, workshops, and development programmes.

This hands-on role offers the opportunity to gain valuable experience while studying towards a Level 3 Apprenticeship qualification. You'll play an active part in promoting a culture of continuous learning and professional development across the organisation.

As part of this role you will undertake a Level 3 Learning & Organisational Development (L&OD) practitioner apprenticeship. More details about this apprenticeship standard can be found [here](#).

**CORE RESPONSIBILITIES:**

1. Act as the first point of contact for the Learning & Organisation Development team queries, providing helpful and responsive support
2. Support the design, delivery, and coordination of Learning and Organisational Development initiatives, including the planning, organisation, and follow-up of a range of development events.
3. Provide administrative support to the Learning & Organisation Development Team
4. Contribute to the measuring, evaluation and reporting on the impact and outcomes of these activities.
5. Support with the development and delivery of a robust performance management (appraisal) process, and assist with the evaluation of this process.
6. Assist with analysis of development needs identified during the appraisal process.

7. Support the Onboarding, Induction and Probation processes and mandatory training.
8. Promote learning and development opportunities to colleagues.
9. Support with the maximisation and utilisation of the Apprenticeship Levy.
10. Assist with the design, delivery and monitoring of Staff Surveys and support with the coordination of the Investors in People Re- accreditation process.
11. Provide assistance and guidance using our appropriate systems for colleagues and stakeholders.
12. Assist in the design and development of a range of process guide modules which support managers to manage people restoratively through HR policies.
13. Maintain an accurate and up to date record of learning and development activities within specified areas.
14. Support the L&OD team core provision
15. Ability to participate in evening/weekend work as required.
16. Any other duties that are specific to the department.
17. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

**GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

**Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

**Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

**Passion**

*Encouraging all to have aspiration and passion in everything they do.*

**Ownership**

*Using our robust business planning model to allow areas to have clear ownership over their vision and performance*

**Collaborative**

*Proactively seeking opportunities to create synergies and positive outcomes for all*

**Creative**

*Always hungry to learn and looking ahead so we can be responsive*

**Job Title:**

Learning and Organisation Development Apprentice Practitioner

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

## Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,  
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Level 2 English & Maths qualifications. (These will need to be completed as part of your apprenticeship, if not already obtained.)	A / C
E	Q2. Willingness to complete a Level 3 L&OD Practitioner apprenticeship within 18 months of starting the role.	A / I

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Competent in the use of Microsoft Office 365 (particularly Word and Excel) or similar software.	A / T
E	EK2. Knowledge and experience of working with administrative systems and procedures.	A / I

E	EK3. An understanding of delivering excellent customer service	A / I
D	EK4. Experience of OD projects, designing training activities	A / I
D	EK5. Experience in producing reports or statistical summaries	A / I
D	EK4. Experience of coordinating training activities	A / I

<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	SC1. Able to manage, plan, prioritise and co-ordinate workloads to ensure service standards and conflicting deadlines are met.	A / I
E	SC2. Excellent communication skills including the ability to work across teams/levels to provide exceptional customer service.	A / I
E	SC3. Ability to input, maintain, provide and present clear, accurate and timely information using electronic systems.	A / I / T
E	SC4. Ability to handle queries and bring to a satisfactory conclusion.	A / I
D	SC5. Ability to interpret policies and procedures and provide advice and support to others.	A / I
E	SC6. Able to contribute towards improving service delivery and/or processes with cost-effective and innovative solutions.	A / I

<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I

E	B3. Commitment to the PREVENT agenda	
E	B4. Commitment to professional standards	
E	B5. Commitment to restorative practice approaches	