

## What's it all about

As part of the People Development team, you will provide high-quality administrative and coordination support across the Learning & Development, Talent & Performance, Early Careers & Apprenticeships and EDI & Wellbeing pillars.

Reporting to the Head of Talent & Performance, you will help ensure People Development operates smoothly by managing shared inboxes, scheduling activity, coordinating room bookings and supporting the organisation of learning, induction and talent interventions. You will contribute to a positive colleague experience by helping the team work efficiently and ensuring processes run smoothly. This role will begin as a coordinator position with a clear development pathway, and **you will be expected to enrol onto a Level 3 Learning & Development apprenticeship within your first 4–6 months.**

## How you'll make a difference

You will help ensure the People Development function operates effectively as a unified team by managing core coordination and administrative processes that enable learning, induction, talent, performance, EDI and early careers activity to run efficiently. By providing timely and accurate support across all pillars, you will free up specialists, partners and managers to focus on delivering high-quality development services for colleagues. Your work will help ensure colleagues experience smooth, well-organised interactions with People Development and that the team can scale its support as NHG grows and evolves.

## How you'll do it

You'll work closely with colleagues across all People Development pillars — Learning & Development, Talent & Performance, Early Careers & Apprenticeships and EDI & Wellbeing — to manage shared inboxes, schedule activity and coordinate key processes. You will maintain the People Development calendar, support the organisation of learning and talent interventions, and liaise with Business Services to arrange room bookings and event set-up. You'll support financial processes such as raising and receipting purchase orders, maintain accurate records and

provide administrative support for initiatives such as talent reviews, engagement activities and induction. Over time, you will grow your skills by completing a Level 3 L&D apprenticeship, enabling you to develop your contribution further and build a career within the People Development profession.

### People Development Coordination & Administration

- Manage the People Development shared inboxes, responding to queries or directing them to the appropriate person
- Maintain the People Development calendar, scheduling training, induction sessions, talent activities and PD-wide events
- Coordinate room bookings, catering requests and event logistics, liaising with Business Services as require
- Support the raising, receipting and tracking of purchase orders and invoices for the PD team
- Maintain accurate records, trackers and documentation to support people development activity

### Learning, Talent, Induction, EC&A and EDI Support

- Provide administrative and coordination support across all People Development pillars, including Learning & Development, Talent & Performance, Early Careers & Apprenticeships and EDI & Wellbeing
- Support the organisation of talent reviews, leadership or values-led interventions and colleague engagement activities
- Assist with scheduling and supporting induction and orientation activity, including room set-up, attendance management and event coordination
- Provide light-touch support to the Early Careers & Apprenticeships Partner as needed (e.g., documentation, scheduling, communication)
- Support the EDI & Wellbeing Specialist with event logistics or communications activity when required

### **Systems, Processes & Continuous Improvement**

- Support updates to PD-related intranet pages with content and updates provided by specialists and partners
- Maintain trackers and databases to ensure PD records are accurate and up to date
- Work with the Learning Systems Specialist when required to ensure learning activities are correctly recorded and administratively supported
- Look for opportunities to streamline processes, improve efficiency and strengthen coordination across PD

## **All about you**

### **Essential knowledge, experience and skills including qualifications and professional membership**

- Experience gained through administration, customer-facing work or any coordination role (this may include part-time work, volunteering or work experience)
- Good organisational skills with the ability to manage tasks, prioritise and follow processes
- Comfortable using Microsoft 365 applications (Outlook, Teams, Excel, Word)
- Clear written and verbal communication skills, with the confidence to engage with colleagues across the organisation
- A willingness to learn and develop within the People Development profession

### **Skills & Attributes**

- Positive, proactive and solutions-focused
- Strong attention to detail and commitment to accuracy
- Able to build good working relationships across the People Development team and wider NHG
- Highly organised with a calm and structured approach to delivery

- Passionate & Personally committed to NHG's values, inclusion and a positive colleague experience

### **Development Expectation**

- Willingness to undertake a Level 3 Learning & Development apprenticeship within 4–6 months of joining the role

### **Qualifications**

- No formal qualifications are required for this role. Experience from any entry-level role is welcome, but not essential
- Formal qualifications are not required; however, a commitment to undertaking the Level 3 L&D apprenticeship is essential