



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY
Telephone: 020 7222 1177 Email: admin@hmt-uk.org
www.hmt-uk.org

Job Title	People and Learning Platforms Coordinator
Department	People, Culture & L&D
Reports to (job title)	Senior People Advisor
Direct and Indirect Reports	No
Job Grade	

Who we are

At the Healthcare Management Trust, we are obsessed with achieving our **Vision**, *“to be the most innovative and best quality provider of niche health and social care services.”*

Our **Purpose** is, *“to make every contact count, ensuring every resident and patient receives the best possible experience and outcome.*

We aim to provide services which value collaboration and place our residents, patients and people at the heart of all we do. We will always do the right thing for our residents, patients and people.

We will be outwardly connected to the most innovative practices and service offerings in the market. We will do things differently and will be bold with our ambition to change things for the better.

We are passionate about what we do and so are our people. Bringing their most authentic selves to work and seeking joy and fun in what we do.

We will deliver care and clinical interactions compassionately and tailor them to individual needs.”

We achieve this by living our business **Values** each and every day:

- We are **caring**
- We are **enterprising**
- We are **resourceful**
- We are **authentic**
- We are **accountable**

As a result, we are able to give back to the people and communities we serve by delivering on our **Charitable Mission** to, *“Provide quality and innovative care solutions to those with complex needs within marginalized community settings.”*



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What you'll be doing (your job purpose)

The People and Learning Platforms Coordinator plays a central role in supporting the day-to-day operation and development of HMT's learning and people systems. Working within the People and Culture team and reporting to the Senior People Advisor, the post holder acts as a key point of coordination between the L&D function, the wider People team, and the digital systems that underpin them.

This role requires someone who is organised, data-literate, and able to work with a degree of autonomy. The successful candidate will be comfortable managing systems and data independently, taking ownership of routine processes while escalating where appropriate, and supporting continuous improvement of the platforms and reporting tools the team relies on.

The role sits at the intersection of technology, data, and people practice, making it well suited to someone with an interest in HR or L&D systems who is looking to develop their skills in a regulated healthcare environment.

Your key accountabilities and responsibilities

	Learning Management Systems and Training Coordination
1.	Act as a day-to-day administrator of HMT's LMS (Learning Pool), including creating and amending courses, managing learner enrolments, access permissions and responding to user queries.
2.	Working in conjunction with Clinical Advisors and subject matter experts, create e-learning content and blended learning pathways within the LMS, working to briefs provided by the L&D team.
3.	Carry out regular system housekeeping to ensure the LMS remains accurate, up to date, and easy to navigate, including archiving outdated content and auditing learner records.
4.	Supporting efforts to ensure LMS content meets accessibility standards, including reviewing published content against basic accessibility criteria and flagging issues.
5.	Support the clinical educator team with the coordination and preparation of training programmes.
6.	Track attendance, completion, and certification records arising from face-to-face and blended training activity, ensuring these are accurately recorded in the LMS and HRIS.
7.	Assist with onboarding and mandatory training processes, coordinating with hiring managers to ensure new starters are enrolled on required programmes in a timely manner.
	Reporting and KPI Management

Date Choose an item.



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8.	Produce regular reports on learning activity, completion rates, mandatory training compliance, and other people data, using both system-generated exports and tools such as Excel.
9.	Maintain and develop reporting templates that support the L&D team and wider People function to present clear, accurate data to managers and senior stakeholders.
10.	Support the preparation of data for board-level and governance reporting, including CQC/HIW-relevant compliance metrics.
11.	Maintaining a register of L&D suppliers, training contracts, and renewal dates,
12.	Assisting with the collation and formatting of workforce data to support DE&I reporting, drawing on both HRIS and LMS data.
13.	HMT Portals, and External Systems
14.	Manage data entry, tracking, and submission processes across external funding and compliance portals, including care sector funding platforms and the apprenticeship levy service.
15.	Support the coordination and monitoring of apprenticeship programmes, liaising with training providers and maintaining accurate records of learner progress and funding claims.
16.	Flag anomalies or issues in funding data to the Senior People Advisor in a timely manner.
17.	Provide support across the range of digital systems and platforms used by the People and L&D function, including data entry, record maintenance, and user query management.
18.	People and HRIS Systems Support
19.	Support the administration and data integrity of HMT's HRIS (iTrent), including maintaining accurate employee records relevant to learning and development.
20.	Assist with the coordination and rollout of new or updated people systems functionality, carrying out testing, updating guidance, and supporting user communications.
21.	Help maintain clean, consistent data across all people systems, identifying and resolving discrepancies proactively.
22.	Provide systems and data support to the wider People and Culture team as required, including contributing to project work and process improvement initiatives.
23.	Maintain up-to-date procedure notes and guidance documents for systems processes owned by the team.
24.	Support the development and continuous improvement of L&D and people systems, contributing ideas and practical knowledge from day-to-day system use.
25.	Drafting and circulating internal L&D communications, such as course launch announcements, mandatory training reminders, and Learning Pool guidance for staff and managers.

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General Responsibilities

The post holder will be expected to uphold HMT's values and standards in all aspects of their work. This includes taking responsibility for their own health, safety and welfare and that of colleagues, residents and visitors; adhering to HMT policies and procedures including those relating to Safeguarding of Vulnerable Adults, Whistleblowing, and Information Governance; maintaining appropriate confidentiality at all times; promoting equality and diversity across all work activities; building and sustaining positive working relationships with colleagues, residents, visitors and external agencies; attending mandatory training as required; and undertaking any other duties that are lawful, reasonable and appropriate to the role.

Your knowledge, skills and experience

Demonstrable experience of working with digital systems or databases, including maintaining accurate records and carrying out data entry to a high standard of accuracy.	Essential
Experience of using a learning management system or similar platform in an administrative or coordination capacity	Essential
Proficient in Microsoft Office, particularly Excel, including the ability to produce, format, and manipulate reports and data sets.	Essential
Experience of producing clear, accurate reports or management information from system-generated data.	Essential
Ability to work independently, manage competing priorities, and use initiative to resolve routine queries without close supervision.	Essential
Strong attention to detail, with a methodical approach to data quality and system housekeeping.	Essential
Good written and verbal communication skills, with the ability to liaise effectively with colleagues at all levels and respond to user queries in a clear and helpful manner.	Essential
Experience of supporting or coordinating training or learning activity, including scheduling, record keeping, or communications (desirable).	Desirable
Awareness of data protection principles and the importance of handling personal and sensitive information appropriately.	Essential
Experience of working within a regulated, multi-site, or healthcare environment is desirable but not essential.	Desirable
Experience working with iTrent and Learning Pool	Desirable

Your training and qualifications

Educated to GCSE level or equivalent, with passes in English and Maths at grade C/4 or above (essential).	Essential
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A relevant qualification in HR, learning and development, business administration, or information systems is desirable (for example CIPD Level 3 or equivalent).	Desirable
Evidence of continuing professional development or self-directed learning in systems, data, or a related area is desirable.	Desirable
A qualification or demonstrable experience in the use of Microsoft Office applications, including Excel.	Desirable
Any qualification or training relevant to data protection or information governance	Desirable

The way we do things at HMT (our Behaviours)

**See Appendix 1 attached*

Note: This job description is an outline of the job, setting out general responsibilities and tasks the job holder may be required to undertake. It is not an entire reflection of the role and you may be required to carry out other duties and responsibilities from time to time. The job description will also be subject to change in-line with the needs of the business.

Team members will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the employee handbook and Health & Safety guidelines and will be required to follow HMT policies and procedures.

We require that mandatory training is current and will expect you to participate and undertake further developmental training specific to the role.

I have received a copy of this Job Description; read it, understood it and agreed to it.

Signed.....

Date.....

Job Holder

Date Choose an item.