Learning and Organisational Development Programme Coordinator



Candidate Information

[Date: March 2025]

# The Institute of Cancer Research

#### About our organisation

We are one of the world’s most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide.

We have charitable status and rely on support from partner organisations, charities, donors and the general public.

We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

## Learning and Organisationan Development (Human Resources)

We provide a wide range of training and career development support for all staff and students covering: research skills, management and leadership development and personal development. We also lead on supporting equality and diversity including external awards such as Athena SWAN and HR Excellence in Research.

Our mission  
is to make the discoveries that defeat cancer.

# Our values

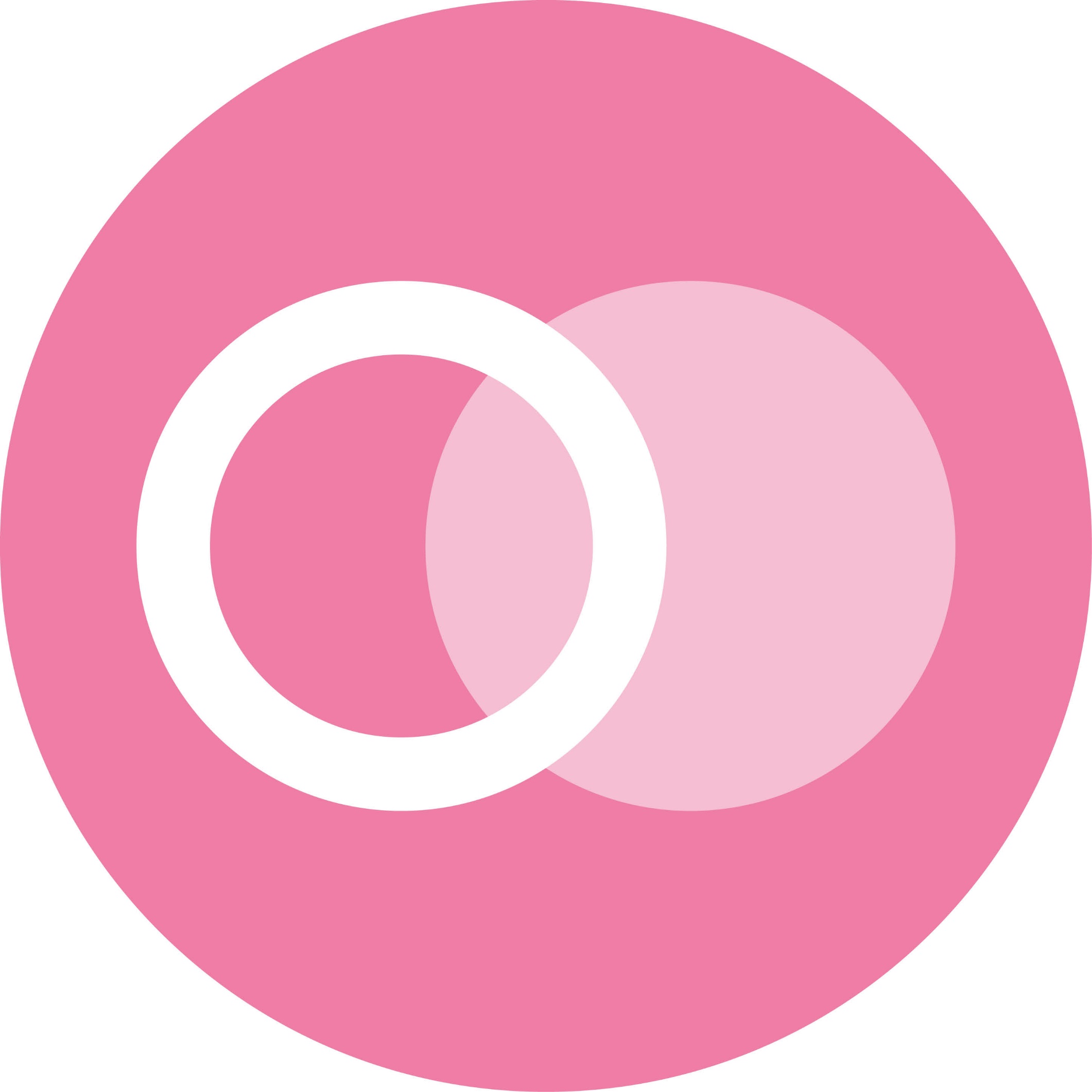
The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.

## Pursuing excellence

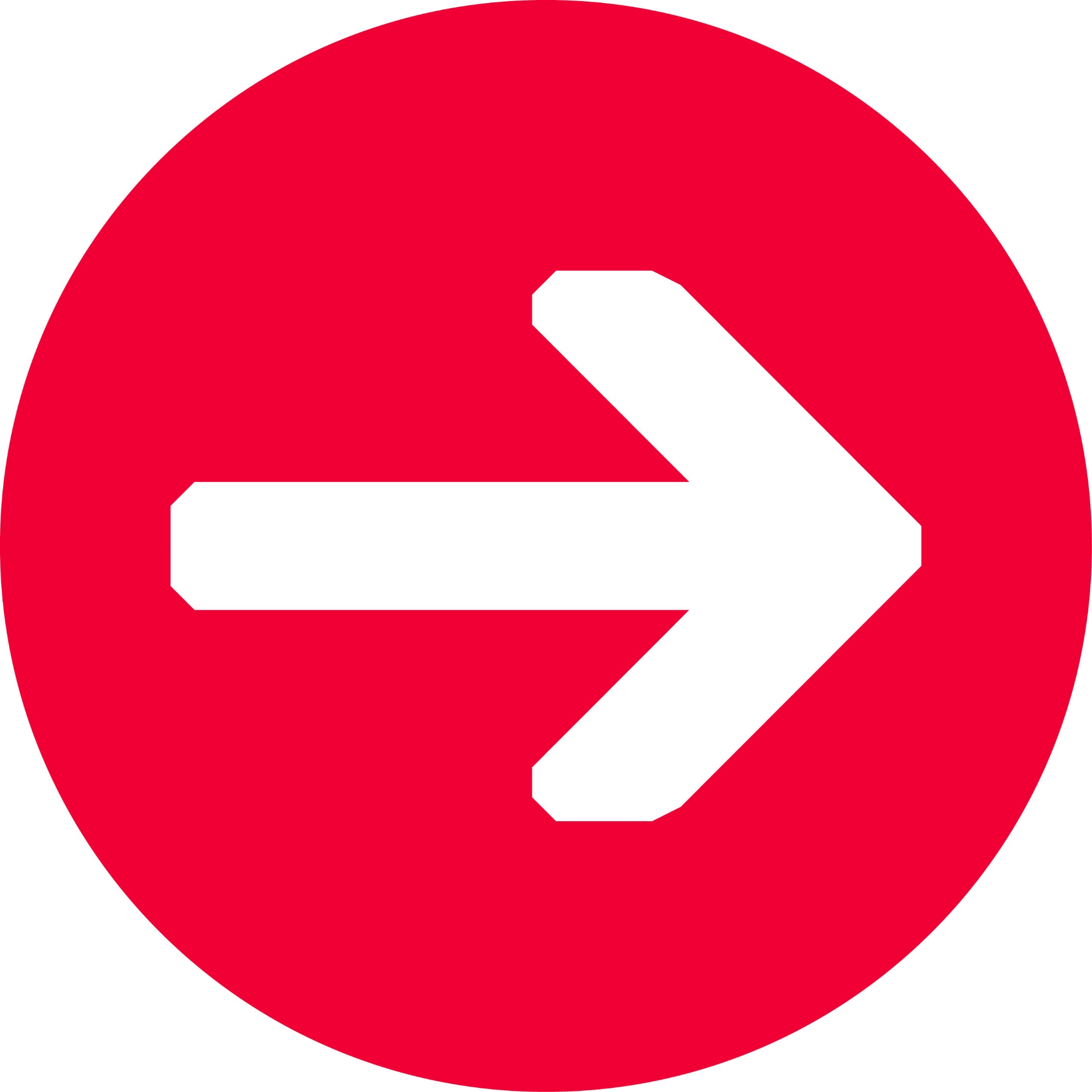












We aspire to excellence in everything we do, and aim to be leaders in our field.

## Acting with Integrity

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.

## Valuing all our people

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.

## Working together

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.

## Leading innovation

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.

## Making a difference

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.



***Our values set out how each of us at the ICR, works together to  
meet our mission – to make the discoveries that defeat cancer.*** *They summarise our desired behaviours, attitudes and culture –  
how we value one another and how we take pride in the work we  
do, to deliver impact for people with cancer and their loved ones.”*

**Professor Kristian Helin**

**Chief Executive**

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| **Department / division:** | Learning and Organisational Development, Human Resources |
| **Pay grade / staff group:** | Professional Services |
| **Hours / duration:** | Full time (35 hours per week), Monday to Friday. |
| **Reports to:** | Head of Researcher Development |
| **Main purpose of the job:** | To manage all aspects of the scheduling, delivery and evaluation of the ICR’s training offer for staff and students. This includes in-house training courses by internal and external providers, careers events and development programmes such as Future Leaders. Includes managing the budget, acting as first point of contact with participants, trainers and external suppliers, internal AdminNet training liaison, ensuring smooth running of training on the day, supporting the implementation and maintenance of the learning management system and evaluating the programmes. |

Job description

Duties and responsibilities:

Training delivery

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| **Scheduling** – Deciding on the annual programme of training courses (c115+ p.a.), approving and uploading these to the Learning Management System, advertising and managing bookings, liaising with internal and external trainers, managing waiting lists to identify and manage demand and costing new programmes. |
| **Programme management –** Manage all the practical elements of structured development programmes such as Future Leaders, including advertising, costing, selection process, feedback to applicants, liaison with external partners, budget management, timetabling, organising 360 feedback and organising MBTI assessment. |
| **Project management** – For the move to the new Learning Management System from the current website working with wider stakeholders to review key processes as needed for the new system and other projects as required. |
| **Produce reports** for senior managers (Head of Organisational Development, Director of Academic Services) on the evaluation of structured programmes such as Future Leaders, using the functionality of the Learning Management System, questionnaires, surveys and completing 121 interviews with participants and trainers/ facilitators. |
| **Budget management** – Identify cost and monitor expenditure on programmes such as Future Leaders and the L&D training budget. Agreeing new course/programme spend with programme leader but responsible for spending decisions on all standard courses and advising on expected costs for all student related training. |
| **Managing course organisation and resources, liaising with module leader to** prepare joining instructions and materials, arranging audio-visual requirements, appropriate IT software and room layout, ordering catering, sending training objectives and reminders, updating attendance records and following up on non-attendance. |
| **Evaluating** training programmes and making recommendations such as changes in content, pre-work or trainer to ensure continuous improvement and embedding this into the Learning Management System |
| **Managing and reporting on training records-** using the learning management system and current training site, the waiting lists, finance records. |
| **Managing mandatory training**. Supporting mandatory training owners to use the learning management system to report on attendance and waiting lists for key mandatory programmes, producing regular reports for ICR committees |
| **Regular liaison,** face to face, email and phone,with external trainers and collaborators as well as ICR staff and students including acting as AdminNet training liaison |
| **Researching and liaising** with external training venues and facilitators for events such as away days. |
| **Managing resources bank ­**– including uploading Zoom/Teams recordingsto the Learning Management system to maintain and integrate these into course programmes or course following up and updating intranet pages |
| **Alumni projects** –maintaining Alumni LinkedIn groups and alumni tracking of staff leavers and those on professional development programmes. |
| **Managing mailing lists** –Ensuring new starters are pulled through into the to relevant groups within the Learning Management System so that they can access the relevant training pathways and information |

Project role

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| **Main owner of the Learning Management System (Learn Upon)** |
| Introducing and training new module owners/internal training providers to the Learning Management System collating feedback from users and proactively implementing this as process improvement |
| **Working closely with the Learning and Development Stratus Project Subject Matter expert** on ensuring learning across both systems is shared and processes optimised to aid a smooth implimentation |

Other duties

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| **Organising L&D** team events and HR professional development activities such as briefings, workshops and away-days. |
| **Administrative support for the wider L&OD function – supporting the delivery of bespoke development programmes and events** |
| **Participate** in the Administrative Network, AdminNet, to identify and meet new demand and gather feedback on existing L&D programmes. |
| **Participate and inputting into wider organisational initiatives like the launch of the servicehub to ensure the needs of the L&OD team are met** |
| **Represent the ICR** on the national Staff Development Forum network, attending meetings, bringing back ideas and developing networks externally. |

General

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| All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations |
| Any other duties that are consistent with the nature and grade of the post that may be required. |
| To work in accordance with the ICR’s Values. |
| To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated. |
| This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development. |

# Education and Knowledge

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| ‘A’ Level education or equivalent with Grade C or equivalent, English and Maths | Essential |
| University degree or equivalent experience e.g. in business, communications, marketing | Essential |

Skills

Person specification

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| Excellent organisational skills and can deliver to tight deadlines | Essential |
| Self-motivated and able to self-manage | Essential |
| Good interpersonal / customer communication skills | Essential |
| Able to present a professional image to senior customers and external contacts (e.g. written ability, phone manner) | Essential |
| Good knowledge of Microsoft Office including Word, Excel, and Outlook | Essential |
| Good attention to detail and accuracy | Essential |
| Strong numeracy skills | Essential |

Experience

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| Significant experience of managing the delivery of a structured programme of activities / events | Essential |
| Significant experience of implementing Learn Upon or other similar Learning Management System | Essential |
| Significant experience of supporting a change programme affecting a large number of stakeholders | Essential |
| Experience of developing, managing and reporting on budgets | Essential |
| Good commerical awareness and experience of dealing direct with suppliers | Essential |
| Experience of working in a busy training administration/office environment and supporting multiple managers and their respective projects | Desirable |
| Experience of data gathering including conducting one to one interviews | Desirable |
| Experience in the academic sector or NHS | Desirable |

We offer a fantastic working environment, great opportunities for  
career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years’ and  
5 years' service.

Staff membership to the Universities Superannuation Scheme (USS)  
is available. The USS is a defined benefit scheme and provides a  
highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working,  
a parents’ group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website,  
a free and confidential Employee Assistance Programme which offers  
a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our  
Sutton site.

## Further information

You may contact Dr Elise Glen for further information by emailing elise.glen@icr.ac.uk. This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

Benefits