

Learning and Development Coordinator / Manager

Role and person specification

Department	Human Resources
Hours	Approximately 20 to 35 hours per week, depending on the successful candidate
Reporting to	Human Resources Manager
Level	Learning and Development Co Ordinator, or Learning and Development Manager depending on qualifications and experience .

Purpose of the role

To take proactive responsibility for learning, development and capability across TSP, working directly with Team Leaders, lawyers and operational and support teams to identify what people need now and what the firm will need in the future.

This is not primarily a training administration role. The successful candidate will be expected to engage with teams, identify gaps and opportunities, coordinate the right development response and make sure agreed action happens.

A key part of the role is to make continuing competence proactive: identifying learning needs from day-to-day practice, supervision, client feedback, complaints, file review, regulatory change and future skills requirements, then making sure the right learning takes place, is recorded and is applied in practice.

The role will also coordinate the firm's graduate recruitment and trainee development programmes, working alongside the Training Principal, mentors, supervisors and the wider Human Resources team.

Professional qualification requirement

Whether the successful candidate is internal or external, they must either hold or be actively working towards the **CIPD Level 5 Associate Diploma in Organisational Learning and Development**.

Role specification

Learning and capability development

- Work directly with Team Leaders to understand current and future skills and capability requirements across their teams.
- Help Team Leaders and individuals maintain practical career and development plans, with clear actions and follow-through.
- Develop and maintain a firm-wide learning and development plan linked to business priorities, workforce planning, progression and succession.
- Identify skills gaps arising from changes in legal practice, regulation, technology, artificial intelligence, client expectations and the future direction of the firm.
- Support development across all areas of the firm, including lawyers, leaders and operational and support teams.

Continuing competence, professional development and accreditations

- Drive a proactive approach to continuing professional development and continuing competence across the firm, rather than relying on individuals to identify training only when a need becomes urgent.
- Work with Team Leaders and individuals to identify learning needs through regular reflection on practice, performance, supervision, client feedback, complaints, file review findings, regulatory developments and career plans.

- Maintain accurate and up-to-date learning and development records and make sure solicitors have the evidence and prompts needed to support their annual Solicitors Regulation Authority continuing competence declaration.
- Make sure learning plans cover the full range of professional competence, including technical law, client communication, drafting and accuracy, professional judgement, ethics and regulatory responsibilities.
- Work with Professional Standards and Human Resources to turn recurring quality, risk or complaint themes into practical learning and development activity where appropriate.
- Monitor professional accreditations, memberships and renewal requirements, making sure appropriate accreditations are maintained and unnecessary ones are challenged.
- Proactively identify and promote relevant internal and external training opportunities rather than simply circulating course lists.
- Manage the Learning and Development budget at firm-wide and team level, including budget setting, allocations, training requests, spend and value for money.
- Monitor changes in professional and regulatory learning requirements and make sure the firm is prepared for new expectations before they take effect.
- Coordinate agreed training activity and make sure actions are completed, recorded and followed through.
- Manage training evaluation to assess whether development activity has improved knowledge, behaviour or capability and is being applied in practice, not simply whether a course has been attended.

Graduate and trainee programmes

- Coordinate the firm's graduate recruitment programme, including recruitment activity, assessment, offers and the future trainee pipeline.
- Coordinate the trainee solicitor programme in conjunction with the Training Principal.
- Support trainee seat planning, reviews, development records and the overall quality of the trainee experience.
- Work with supervisors and mentors to make sure trainees and junior lawyers receive appropriate experience, supervision and development.
- Connect graduate and trainee development with the firm's longer-term workforce and succession requirements.

Induction and mandatory learning

- Coordinate the learning and development elements of new starter induction, working with Human Resources, Professional Standards, Information Technology and relevant Team Leaders.
- Maintain oversight of firm-wide mandatory learning, making sure required training is scheduled, completed and recorded, with gaps followed up and escalated where appropriate.

Learning governance and improvement

- Maintain a clear firm-wide view of learning priorities, capability gaps and development activity.
- Provide regular updates to the Human Resources Manager and relevant leaders on progress, emerging needs and areas requiring action.
- Coordinate external learning providers and make effective use of approved learning resources.
- Contribute to the continued development of TSP's wider learning and development framework and approach.

Person specification

Area	Requirement	What we are looking for
Professional qualification	Essential	Holds, or is actively working towards, the CIPD Level 5 Associate Diploma in Organisational Learning and Development. This applies to internal and external candidates.
Learning and development experience	Essential	Relevant experience of learning and development, training, professional development, graduate recruitment or a closely related people role.
Proactive approach	Essential	Able to identify needs, opportunities and risks without waiting to be asked, and to follow actions through to completion.
Relationship skills	Essential	Confident working directly with Team Leaders, lawyers and colleagues across operational and support functions.
Organisation and records	Essential	Strong organisational skills, good attention to detail and confidence maintaining accurate learning, continuing competence, professional development and accreditation records.
Communication	Essential	Clear written and verbal communication skills, with the confidence to challenge constructively where appropriate.
Continuing competence and regulatory learning	Essential	Understands, or can quickly develop a strong working knowledge of professional continuing competence requirements and can translate regulatory, quality and client-service themes into practical learning activity.
Professional services experience		Experience within a law firm, professional services business or other regulated environment.
Early careers	Desirable	Experience of graduate recruitment, trainee programmes, mentoring or junior professional development.
Capability planning	Desirable	Experience of connecting learning and development with workforce planning, succession, progression or performance development.

Appointment level and development route

Learning and Development Coordinator	Suitable for someone with relevant experience who is able to take proactive ownership of the day-to-day learning and development programme and is developing towards broader professional responsibility. The person may still be completing or starting the required CIPD Level 5 qualification.
Learning and Development Manager	Suitable for someone who has normally completed the CIPD L&D Level 5 qualification and has the experience and confidence to lead the firm's learning and development activity independently, challenge capability requirements and develop the wider learning architecture.