

Job Description: Learning and Development Officer (Operations Staff and Apprenticeships)

Reports to: Learning and Development Operations Lead

Location: Currently operating hybrid working in our West London Office

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £32,000 to £35,000 (depending on experience)

About the role:

The Learning and Development Officer will play a critical role in ensuring the smooth delivery of Ark Learning Institute's programmes—with a focus on operations staff and apprenticeships. You'll lead on planning, coordination, and delivery of both face-to-face and virtual learning events and act as the key liaison between Ark, external providers, and programme participants.

You will ensure exceptional participant experience across programmes, monitor engagement, and drive quality assurance. You will also support L&D initiatives such as conducting learning needs analysis, designing training (including e-learning) and providing consultancy-based service to school operations leads and heads of team.

The successful candidate will get personalised development throughout their journey with Ark, and fully funded opportunities to further professional qualifications where those align with role.

Key Responsibilities:

1. Provider Liaison and Quality Assurance

Relationship Management

- Build strong working relationships with apprenticeship, training delivery and accreditation partners
- Escalate learner issues and concerns with apprenticeship providers
- Build strong relationships with school's operations/HR leads, to be able to advise and support them on apprenticeship learning solutions relevant to their priority needs
- Research and identify new partnership opportunities which align with existing strategic priorities and training needs
- Coordinate scheduling and delivery of partner delivered learning initiatives

Programme Support and Compliance

- Ensure all programmes meet internal quality benchmarks and external compliance requirements, particularly for apprenticeships
- Manage administrative functions for the Digital Apprenticeship Service account, ensuring learner records are current and accurate
- Track and monitor operational staff compliance module completions and quality assure those modules

Impact Monitoring and Evaluation

- Collect and analyse participant feedback pre and post-training to assess satisfaction, engagement, and areas for improvement
- Develop regular reports on participant attendance, progress, diversity data, and programme outcomes
- Monitor long-term training progress for apprenticeship cohorts to identify at-risk learners and proactively support retention and completion
- Coordinate regular touchpoints with programme participants to gather insight and support continuous improvement
- Support the production of programme impact reporting

2. Programme Delivery & Operations

Event and Training Logistics

- Manage logistics for the Network-wide Operations Training Days – 3 per year (1000+ attendees)
- Schedule and coordinate logistics for training sessions across the operations and apprenticeship programmes, ensuring dates are well planned and clashes are avoided
- Book venues, manage room layouts, arrange catering and AV equipment, and liaise with vendors and suppliers as needed
- Manage hybrid or virtual events using platforms like Zoom or MS Teams, including breakout rooms, polls, and technical troubleshooting

Participant Management and Communication

- Create and manage communication plans to support the promotion and delivery of learning initiatives aimed at operations staff
- Act as the first point of contact for delegates, school operations leads, and training partners—responding to enquiries and providing a smooth, professional service
- Administer registrations, nominations, and waiting lists; track and monitor attendance across sessions
- Send joining instructions, pre-reading, and post-event communications in a timely and engaging manner
- Provide clear and consistent communication through newsletters, intranet updates, emails and announcements on the Learning Management System (LMS)

Resource and Material Preparation

- Support the design and creation, editing and printing of high-quality training materials including handbooks, slides, digital resources, and online content
- Collaborate with trainers and external facilitators to ensure materials are consistent, accurate, and well-branded
- Maintain Ark's online apprenticeship toolkit and related resources

Data Management and Budget Oversight

- Process data for internal dashboards and apprenticeship compliance trackers.
- Process purchase orders, invoices and make payments to internal/external partners
- Monitor and track event/programme-related expenses, track income/expenditure ensuring training is delivered within agreed budget.
- Actively identify and ensure value for money by ensuring potential savings are always considered

3. Training Design, Facilitation and Growth Support

As part of your role, you will also:

- Support the conducting of training needs analysis using surveys, stakeholder interviews, staff survey data and other methods
- Support the design and facilitation of internally delivered training initiatives where appropriate
- Get trained to design high-quality e-learning to support the expansion of our digital offer
- Design and project manage small- scale learning initiatives – for example Learning at Work Week
- Consult line managers and programme participants on available learning opportunities and their requirements with a focus on apprenticeships and provide regular updates of participant progress
- Be an active member of ALI's delivery team and support cross-team projects and big scale ALI flagship events

Person Specification: Learning and Development Officer (Operations Staff and Apprenticeships)

Qualifications

- Degree-level qualification or equivalent work experience (essential)
- Professional qualification in project management/HR or L&D (desirable)

Knowledge & Skill

Essential:

- Strong experience in project management, event planning, programme coordination or learning and development
- Experience of engaging audiences (mainly internal) and marketing/promoting an events and/or training offer
- Clear and effective communication skills, both verbal and written
- Confident interacting and influencing senior stakeholders and external partners
- Strong experience in digital event platforms like Zoom, MS Teams or equivalent
- Skilled in using Microsoft Office tools (especially PowerPoint, Excel, SharePoint)
- Ability to manage multiple priorities and meet deadlines under pressure
- Proven ability to design and deliver effective participant communications

Desirable:

- Experience of training design and facilitation
- Familiarity with Learning Management Systems or similar
- Familiarity with design tools like Canva, Adobe Suite, Rise or other equivalent e-authoring tools
- Knowledge of apprenticeship programme structure and requirements
- Experience working with external training providers
- Experience working with third-party accreditation or compliance bodies
- Experience of working with or in schools or educational organisations

Personal Qualities

- Highly organised with a strong attention to detail
- Driven by purpose and passionate about Ark's mission, education and professional learning
- Proactive, solutions-oriented, and proactively takes initiative to ensure success
- Collaborative team player with a flexible, can-do approach
- High levels of professionalism, discretion, and integrity
- Resilient and will find a way to overcome barriers
- Self-motivated and eager to take ownership of your professional development

Other

- Right to work in the UK
- Must be willing to travel for our events and meetings held across London, Birmingham, Portsmouth and Hastings
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).