

Role: Learning & Organisational Development Advisor

Directorate: People

Salary Band: Career Grade Band 5-6

Post reference: CEO54

Job Evaluation Date: September 2026

Role statement of purpose: To provide a proactive, accurate and customer-focused Learning and Organisational Development advisory, administration and coordination service within TfGM's Learning, Development & Talent function. The role supports managers and colleagues across the L&OD lifecycle through first-line advice, compliance and mandatory learning, learning systems and records, performance management, training-budget administration, reporting, e-learning, procurement, induction, Best Companies and engagement activity, talent administration and early careers administration. Within the career grade, Band 5 focuses on reliable administration, coordination, routine advice and defined delivery; Band 6 provides greater autonomy, more complex advice, analysis, facilitation, continuous improvement and ownership of defined workstreams.

Whilst reporting into the L,D&T Manager, these roles provide support to both Learning & Development and Organisational Development teams.

Reports to: Learning, Development, and Talent Manager

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions Band 5 <i>These set out how the KROs will be achieved – the activities required.</i>	Key Actions Band 6
1.	Managers and colleagues receive responsive learning and development advice and support	<ul style="list-style-type: none"> • Act as a first point of contact for routine learning, training and development enquiries, applying agreed policies, procedures and guidance. • Provide accurate information on training requests, compliance learning, apprenticeships and available development routes, seeking support where required. • Maintain current knowledge through continuing professional development, legislation and good practice. • Support the design and delivery of less complex learning and development courses 	<ul style="list-style-type: none"> • Provide advice and guidance on a broader range of learning, training and defined organisational development matters, including compliance, leadership and management development, engagement and e-learning. • Resolve more complex enquiries within agreed authority, working with L&D Partners and escalating significant risks or issues to the Learning, Development & Talent Manager. • Use lessons learned and customer feedback to recommend practical improvements and value-for-money solutions. • Design and deliver less complex learning and development courses
2.	Learning systems, e-learning and compliance records are accurately administered and continuously improved	<ul style="list-style-type: none"> • Administer the LMS and e-learning processes, including new-starter set-up, enrolments, content updates, completion records and routine user support. • Produce completion and exception reports for induction, mandatory and compliance learning and follow up agreed actions. 	<ul style="list-style-type: none"> • Own defined LMS and e-learning workstreams, diagnose recurring issues and recommend system, content or process improvements. • Design, create, implement, monitor, update and evaluate defined e-learning products following approval and quality standards.

		<ul style="list-style-type: none"> • Maintain accurate records and handle personal data in accordance with data-protection and information-security requirements. • Create e-learning products with support from colleagues in the L&D team 	<ul style="list-style-type: none"> • Analyse compliance information, identify trends and risks, and provide clear recommendations to improve completion, data quality and user experience. • Proactively report on compliance with performance management and mandatory learning to internal customers and Strategic People Partners
3.	Training budget, purchasing and supplier administration support effective use of resources	<ul style="list-style-type: none"> • Maintain training budget records, commitments, purchase orders and forecasts, identifying variances and ensuring supporting information is complete. • Process training bookings and simple procurement activity, liaise with suppliers and coordinate venues, travel and materials where required. • Apply learning policy and agreed priority criteria to routine requests, escalating exceptions. • DAS administration and analysis for apprenticeship reporting and co-ordination • Liaise with apprenticeship providers to ensure a seamless experience for TfGM apprentices 	<ul style="list-style-type: none"> • Coordinate day-to-day deployment of training budgets and communicate priority criteria to stakeholders. • Analyse spends and commitments, identify cost-effective delivery options and recommend corrective action or savings. • Effectively manage forecasting and provisions • Support procurement, supplier and LMS contract-management activity, monitoring actions, service issues and value for money. • Proactively support early careers supplier management, including basic contract management of providers, and effective college liaisons for T Level students
4.	Performance-management processes and systems are administered effectively and improved	<ul style="list-style-type: none"> • Administer the performance management system, make approved updates and produce reports on completion and learning requests. • Maintain guidance and provide routine advice to managers and colleagues, escalating issues where necessary. • Support communications, scheduling and follow-up activity for the annual and ongoing performance management cycle. 	<ul style="list-style-type: none"> • Provide advice and guidance on performance-management processes and system use across allocated areas. • Use performance management data to identify learning themes, completion issues and improvement opportunities. • Own defined process or system improvements and recommend changes that improve colleague engagement, reporting and customer experience.
	Learning, performance, early careers and financial reporting supports decision-making	<ul style="list-style-type: none"> • Produce routine reports covering LMS use, mandatory learning, induction, performance management, early careers activity, finance and delivery volumes. • Maintain accurate source data, trackers and document controls, checking quality and resolving straightforward discrepancies. • Prepare clear summaries for the L&OD team and stakeholders. 	<ul style="list-style-type: none"> • Undertake ad hoc analysis, interpret trends and combine system, finance, participant and stakeholder information. • Develop reports and recommendations that support decisions on learning priorities, compliance, early careers administration and resource use. • Propose improvements to data definitions, reporting cycles, dashboards and record-keeping.
	Best Companies, engagement and People Plan activity is well coordinated and supported	<ul style="list-style-type: none"> • Undertake Best Companies administration, including employee groupings, liaison with the provider, communications and engagement packs. 	<ul style="list-style-type: none"> • Act as a key member of the Best Companies project team, coordinate stakeholder relationships and support continuous improvement.

		<ul style="list-style-type: none"> • Proactively work with the HR Shared Services team to ensure data is accurate and in the correct format • Support People Plan and engagement projects, maintain plans and actions, and coordinate workshops and materials. • Capture feedback and ensure records and follow-up actions are complete. 	<ul style="list-style-type: none"> • Support the design of, and facilitate, Best Companies workshops for designated teams or functions. • Analyse survey and action-planning feedback and recommend improvements to the process and supporting materials. • Identify organisational trends and make recommendations for improvements
	Early careers, apprenticeship and talent administration is accurate, compliant and responsive	<ul style="list-style-type: none"> • Provide administrative support for apprenticeships and wider early careers activity, including records, bookings, communications, participant information and routine reporting. • Support administration of the apprenticeship service/DAS account and maintain accurate documentation in line with funding and data requirements. • Provide responsive coordination support to the Early Careers Lead and early careers participants. • Maintain high-quality talent-management records and documentation for agreed processes. • Support Talent Review and Succession Planning process with effective administration 	<ul style="list-style-type: none"> • Coordinate defined early careers and apprenticeship administration workstreams, resolving routine provider, data and participant issues. • Analyse early careers and apprenticeship information, identify trends or compliance gaps and recommend improvements. • Support provider liaison, reporting and audit-ready records, escalating material funding, contractual or participant risks. • Improve administrative processes and hand-offs across Early Careers, L&D, Talent Acquisition and People Shared Services. • Act as a key member of the Talent Review team through ensuring Talent Review and Succession Plans are managed accurately and in a timely manner
	L&OD administration, induction, training delivery and continuous improvement provide a high-quality service	<ul style="list-style-type: none"> • Coordinate training calendars, bookings, attendance, materials, communications and evaluation. • Support and deliver defined induction and regular up-skilling sessions using approved materials. • Complete administration across the L&OD lifecycle and maintain organised, accessible records. • Review routine processes and suggest improvements. • Ensure learning feedback forms are distributed in a timely manner, with feedback collated and reported on 	<ul style="list-style-type: none"> • Own defined administration and coordination workstreams and implement approved improvements. • Adapt and facilitate defined training, induction or development sessions for varied audiences. • Regularly review, adapt, and improve colleague induction, utilising feedback to ensure continuous improvements are in place • Draft or improve learning policies, guidance, templates and self-service resources with the wider L&OD team. • Proactively analyse learning feedback to make informed recommendations about future service delivery and supplier recommendations • Lead small improvement projects, managing plans, stakeholders, risks and outcomes within delegated authority.

Compulsory Outputs (COs)
these set out what must be achieved for

Key Actions
These set out how the COs will be achieved – the activities required.

*the post holder to be
successful in the role*

C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • Data Protection legislation. • TfGM Safety Management System, including applicable management responsibilities. • Bus Operator contractual-management requirements where applicable. • Dignity at Work policy. • Information assurance and security requirements. • Risk management requirements. • TfGM policies and procedures. • Equality and diversity legislation. • TfGM Vision and Values. • Act in accordance with TfGM's behaviours and competencies. • Maintain the confidentiality, security and integrity of sensitive employee-relations information.
C2	Any other reasonable duties as required from time to time	<ul style="list-style-type: none"> • Support wider People team with projects and programmes as required by TfGM appropriate to the scope and Band of the role.

Key Interdependencies

Key Contacts	<ul style="list-style-type: none"> • Learning, Development & Talent Manager • Learning & Development Partners • Early Careers Lead • Senior Organisational Development Partners and Senior Engagement Partner • Strategic People Partners and People Partners • Talent Acquisition and Inclusion colleagues • People Shared Services and Information team • Finance, Commercial, Procurement, Information Systems and Internal Communications colleagues • TfGM managers, colleagues, learners and early careers participants • External learning, LMS, Best Companies, apprenticeship and training providers, colleges
Direct reports	None
Budgetary responsibility	None Responsibility for effective use of resources and any expenditure specifically delegated by the Head of OD & Culture
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Created By	Updated	Updated	Updated	Updated
	Beth Wilson September 2026				

Learning & Development Advisor		
E	Essential Experience, Knowledge and Skills:	
	Band 5	Band 6
E1	Experience of providing learning, training or OD advice and support within a professional People function.	Experience of advising managers on more complex learning, training or defined OD requirements within policy, procedures and agreed governance.
E2	Experience of coordinating and deploying training plans, bookings and associated administration.	Experience of owning defined learning workstreams and coordinating stakeholders, plans, risks and delivery activity.
E3	Experience of using electronic HR, learning or performance systems and producing accurate information and routine reports.	Experience of administering and improving learning or performance systems and translating data into recommendations.
E4	Experience of LMS and e-learning administration, records and user support.	Experience of developing, implementing, monitoring or improving e-learning and LMS processes or content.
E5	Experience of training-budget, purchase-order, supplier or procurement administration.	Experience of coordinating budgets and suppliers, identifying variances and recommending cost-effective solutions.
E6	Experience of supporting performance-management processes, systems, guidance or reporting.	Experience of advising on and improving performance-management processes, engagement or system use.
E7	Experience of providing administrative support to a professional function and managing conflicting priorities.	Experience of independently coordinating multiple operational priorities to a consistently high standard.
E8	Experience of producing reports and handling sensitive and confidential information appropriately.	Ability to analyse trends, produce clear recommendations and maintain information governance.
E9	Ability to build effective relationships with managers, colleagues, suppliers and People-team stakeholders.	Ability to influence stakeholders, resolve issues and work effectively across professional boundaries.
E10	Understanding of compliance learning and the application of relevant policy and legislation.	Strong working knowledge of compliance and safety-related learning and general learning good practice.
E11	Experience of supporting engagement, survey, early careers or apprenticeship activity.	Experience of coordinating or improving colleague engagement surveys, early careers, apprenticeship or similar People activity.
Desirable Knowledge, Experience and Skills		
Desirable Experience:		
D	Band 5	Band 6
D1	Experience of working in a public-sector organisation with an understanding of governance requirements.	Experience of working in a public-sector, transport, regulated or safety-critical organisation.
D2	Experience of facilitation, induction or training delivery.	Experience of facilitating learning, engagement workshops or improvement activity.
D3	Experience of contributing to change or continuous-improvement initiatives.	Experience of leading a small improvement project or defined Learning/People workstream.
EQ Essential Qualifications - Technical, Vocational or Educational:		
	Band 5	Band 6
EQ1	A-level qualification or equivalent professional experience.	Degree or equivalent professional experience.
EQ2	Evidence of continuing professional development relevant to learning and People administration	Evidence of continuing professional development in learning and development, facilitation, systems, analytics or a related field.
DQ	Desirable Qualifications:	
	Band 5	Band 6
DQ1	CIPD qualification or equivalent relevant professional qualification.	CIPD qualification or equivalent relevant professional qualification.
EA	Essential Attributes:	
	Band 5	Band 6
EA1	Excellent interpersonal skills and ability to communicate effectively with varied audiences.	Confident written and verbal communicator with internal and external stakeholders.

EA2	Ability to build rapport quickly and provide a customer-focused service.	Ability to influence others and maintain constructive stakeholder relationships.
EA3	Excellent organisational skills and ability to manage conflicting priorities.	Ability to manage multiple priorities independently and maintain delivery under pressure.
EA4	Develops own knowledge through CPD and application of good practice.	Proactive approach to continuous improvement of processes, systems and services.
EA5	Works collaboratively as part of a wider team while remaining professionally balanced and focused.	Works collaboratively across teams and manages interdependencies effectively.
EA6	Applies sound judgement and knows when to seek advice or escalate.	Exercises judgement within delegated authority and escalates material risks appropriately.
EA7	Methodical, accurate and committed to high-quality work.	Analytical, solutions focused and able to translate evidence into practical improvements.
EA8	Demonstrates behaviours aligned with TfGM values and commitment to inclusion.	Role-models TfGM values, inclusion, integrity and professional standards.