

Learning & Development Officer, Blackrock, Co. Dublin

💖 About Us

The Alzheimer Society of Ireland works across the country in the heart of local communities, providing dementia-specific services and supports while advocating for the rights and needs of people living with dementia and their carers.

🚀 The Opportunity

We are recruiting a **Learning and Development Officer** to join our National Office in Blackrock, Co. Dublin. **This is a permanent, full-time role (35 hours per week)** and a chance to make a meaningful impact by supporting the delivery of training that empowers our staff and volunteers nationwide.

🎯 What You'll Do

As a key member of the Learning & Development Team, you will:

- Coordinate the scheduling, organisation, and delivery of training courses.
- Liaise with **tutors, external organisations and family carers** to ensure training needs are met
- Manage training records, databases, and reporting to track progress and **course completion**.
- Support the design and preparation of training materials, presentations, and resources.
- Handle queries from **tutors and families** about training opportunities.
- Provide day-to-day administrative support to the Learning & Development team.
- Contribute ideas to improve training processes and enhance learner experience.

🌟 What We're Looking For

To succeed in this role, you will bring:

- Strong proficiency in Microsoft Office (Word, Excel, PowerPoint, Teams, Outlook).
- Experience working in a busy office environment, ideally in training or HR.
- Excellent communication and interpersonal skills to engage with colleagues at all levels.
- Strong organisational and prioritisation abilities, with the ability to manage multiple tasks.
- High accuracy and attention to detail in managing data and documentation.
- Respect for confidentiality and sensitivity when handling personal information.

📅 Application Details

- **Closing Date:** Friday, **5th December 2025**
- **Apply:** Send your CV and cover letter to **recruit@alzheimer.ie**

JOB DESCRIPTION

Job Title: Learning and Development Officer	Job Holder:
Job Location: National Office/ Hybrid	Reports to: Learning and Development Operations Manager

Purpose of Position:

The Learning and Development Officer is a key member of the L&D Team.

The purpose of the post is to support the organisation and delivery of education and training initiatives.

Main Duties and Responsibilities:

General Administration Support

- Manage incoming email and calls in a timely manner and disseminate to relevant person and/or respond as necessary,
- Photocopy training materials as directed by staff in the Department,
- File training paper/electronic records as directed,
- Draft and send correspondence to training course participants via post, text and email,
- Maintain stock of handouts and paperwork for various courses,
- Order course materials from suppliers as necessary,
- Upload invoices to Salesforce for line manager approval,

Organising training events

- Publicise learning and development events and courses to a range of external organisations through various channels including social media,
- Respond to and work with external organisations' requests to deliver dementia awareness courses and develop and maintain good client relationships,
- Set up appropriate learning and development events both in-person and courses on Moodle, MS Teams and other platforms as required,
- Enrol learners onto various online or face-to-face courses and online support groups
- Manage and maintain course waiting lists as required,
- Work with ASI tutors to timetable course delivery for a range of courses to family carers and external organisations,
- Record attendance at training events using appropriate and agreed formats,
- Gain and record feedback from learners using appropriate forms and surveys,
- Assist in the processing and distribution of training materials and certificates for courses organised by ASI as required,
- Update training plans and calendars as appropriate.

Training Data

- Update Salesforce and ensure all data received is kept up to date and relevant on the system,
- Update, maintain and audit the L&D record system to a high standard both electronically and in paper,
- Assist with implementing ongoing improvements and efficiencies in relation to training data management,
- Create training event records on Salesforce and Outlook as appropriate.

Moodle Learning Management System

- Upload new users and create new user accounts, for example by using the Bulk Upload feature,

- Run user reports,
- Create new courses,
- Provide technical support at video conferencing meetings.

Project Work

- Undertake project work from time to time as directed by line manager,
- Assist in the building of new courses on Articulate and Moodle Workplace platforms as appropriate,
- Carry out any other duties that may be assigned from time to time.

The above statements are intended to describe the general nature and level of work required from this position. They are not intended to be an exhaustive list of all responsibilities and activities required. The holder of this position is required to respond with a flexible approach when tasks arise which are not specifically covered in this job description.

PERSON SPECIFICATION:

Required Knowledge / Experience:

- Minimum 2 years' experience working in an administration role,
- Ability to multitask and experience of working in a busy and varied role where the ability to prioritise workload is essential,
- Experience using databases is desirable,
- Experience working with Microsoft Office packages is essential,
- Experience using Learning Management Systems (such as Moodle Workplace),
- Experience using video conferencing software,
- Experience using eLearning Content Creation Software (such as Articulate) would be an advantage.

Skills/Competencies:

- Very strong Interpersonal skills – the ability to work well with a wide range of colleagues and clients,
- Excellent verbal and written communication skills,
- Very good attention to detail, in particular accuracy in written work,
- Results focused with strong organisational skills,
- Excellent IT skills,
- A conscientious and proactive approach to work,
- The ability to understand and respect the need for confidentiality,
- The skills to be able to work on your own initiative as well as part of a team,
- Warm and empathetic phone and electronic communication manner for dealing with colleagues and clients.

KEY RELATIONSHIPS

Internal

- L&D Tutors
- HR Department
- Other L&D staff
- Communications Team
- Dementia Advisors Team
- Fundraising Team

External

- Agencies and suppliers
- External training and development contacts
- Local community contacts
- National Dementia Service
- Education and Training Providers