



Guernsey Financial  
Services Commission

## Job Description

Name:	TBC
Title:	Learning and Development Coordinator
Division:	Commission Secretariat
Reports to:	Deputy Director, HR (“DDHR”)
Updated:	November 2024

### Principle Duties and Responsibilities:

#### General

1. Working to *ensure the Commission delivers high quality prudential, financial crime and conduct regulation within the Bailiwick of Guernsey* including *facilitating innovation and discouraging poor quality ventures*.\*
2. Assisting to *protect and enhance the Bailiwick’s international reputation\** within the financial services sector in order to promote a *regulatory environment in which good firms do good business*.\*
3. Providing HR support to the DDHR on an on-going basis.

#### Human Resources

4. Assisting the DDHR in respect of the operation of the Division on an on-going basis, assessing procedures and systems utilised within the Division.
5. Working with the DDHR on the development of HR policies necessary to ensure that HR carries out good practice guidelines and works in accordance with Guernsey employment legislation.
6. Updating all personnel records in accordance with current legislation including the data protection policy.
7. Working alongside the other members of the HR team with staff matters as they arise.
8. Assisting in the production of HR reports, as and when required.
9. Taking responsibility for the administration and organisation of in-house, professional and non-professional training, including sourcing external training providers and course content.
10. Maintaining a high level of confidentiality at all times.

#### Learning and Development

11. Supporting the DDHR and working with the wider HR team on the organisation of the core foundation training programme, including reviewing feedback, making recommendations for change and implementing improvements where necessary.
12. Supporting line managers in upskilling new joiners on essential supervisory skills including planning and attending on-site visits; conducting research, analysing and identifying key issues in information and data and considering matters to raise, reviewing files, assessing risks and accurate minute taking.

\*Quoted from Mission Statement

13. Conducting regular reviews of the Commission's internal and external training providers, delivering feedback and implementing changes.
14. Working with the DDHR to review the training approach to report writing.
15. Conducting regular reviews of the Commission's training and development roadmaps, ensuring they align with the Commission's balanced scorecard and the HR strategy for training and development.
16. Working with the Enforcement Division to consider how it might further develop its interviewing and Nuix capability.
17. Developing relevant and technical training to upskill staff and support the development of a 'Tech Hub' as a centre of supervisory excellence within the Commission for financial technology, crypto products and cyber security supervision.
18. Developing a pathway for A-Level school leavers to join the Commission and facilitate options for their professional studies.
19. Working with the DDHR to develop an introduction to the workplace programme for incoming Graduate Analysts and A-Level school leavers.
20. Supporting the DDHR with the organisation of compulsory training in cyber security and anti-money laundering.
21. Considering how we might upskill some staff in project management to assist in the running of both official Commission projects and smaller unofficial projects within Divisions.
22. Considering how to develop understanding of green and sustainable finance across the Commission.

#### Communication and Written Skills

23. Taking minutes at meetings as and when required.
24. Effectively contributes to meetings in a clear and professional manner.
25. Working to maintain and develop the Commission's relationship with external training providers, recruitment agents, auditors, recruitment candidates and other professionals.
26. Representing HR in the absence of the DDHR.
27. Producing written work which is accurate, clear and concise, that can be relied upon as a Commission record.

#### Professional Excellence and Cooperation

28. Assisting with projects such as statistical exercises or reviews of procedures.
29. Collaborating with others across the team and the Commission; understanding all aspects of the role and how it contributes to the success of the Commission. Assisting with the training of new staff joining the organisation, recognising the different styles and abilities of the team.
30. Supporting staff and contributing to their development, including providing on the job training, advice and guidance. Sharing relevant information across the team where appropriate and communicating constructive feedback in a timely manner.
31. Demonstrating an awareness of both Commission and Industry pressures, developing a 'can do' attitude whilst taking personal responsibility for own workload, prioritising tasks and rescheduling as required,

ensuring plans are put in place to meet the Commission's business objectives and are communicated appropriately.

32. Representing the Commission and developing career by attending appropriate training courses, conferences, workshops and seminars.
33. Taking responsibility for updating professional and technical knowledge, developing an understanding of regulatory laws, rules, codes and guidance. Working towards accreditation required in role, including professional qualifications where appropriate.
34. Completes all work promptly to a high standard, in line with team requirements and ensures a high quality of work is consistently produced by the team displaying a high level of attention to detail.
35. Making constructive recommendations for change and improvement and assisting in the implementation of all change.

Other

36. Assisting in other areas of the Commission Secretariat Division as required from time to time.

Any other duties or responsibilities as may be required from time to time in context with the job and in relation to the services provided by the Commission.

*This job description is provided as an outline of the duties and responsibilities of the post holder and will be reviewed annually in accordance with the Commission's annual appraisal process and / or in light of any service development or changes.*