



Training and Engagement, Veterinary, Behaviour, and Operations – Training and Engagement

Job Title:	Learning Coordinator
Reporting to:	Learning Programme Manager
Location:	Dublin Rehoming Centre / Hybrid with travel to external sites required

Job Purpose

The Learning Coordinator is responsible for supporting the delivery of learning and development programs for both internal and external end users across the organisation. This role ensures training initiatives are effectively reported on and evaluated to meet business and employee development needs while supporting the organisation's mission of empowering dog owners across Ireland.

Working closely with the Learning Programme Manager and Head of Department, this role manages learning reporting across multiple workstreams, technologies, and platforms with diverse audiences including dog owners, professionals in dog tertiary services, and internal employees. The role also supports internal learning and development strategy implementation, coordinating resources and managing stakeholders to ensure project success through reporting, analysis, and evaluation.

Overview of the Department/Team

Dogs Trust is the largest canine welfare organisation in Ireland and is committed to ensuring best practice in the care and welfare of dogs.

The team creates and delivers programmes, workshops, and content across the Republic of Ireland to support dog owners, professionals, and community organisations. All content is developed with dog owner and dog welfare at its centre, using tailored approaches that address the diverse needs of different communities and audiences.

Work within the department falls under two key pillars, as identified by stakeholder research:

Voice of the dog owner: dog owners seek guidance reactively, driven by immediate queries. We aim to educate dog owners to support them across the dog and human lifecycle, with the appropriate learning resources and interventions being available at every stage, prior to an emergency happening. By facilitating access to reliable information, we can empower them to advocate effectively for their canine companions throughout their lifespans. A core objective of this pillar is to support owners before the point of crisis, moving further up in the services provision.

The voice of the trusted expert: who dog owners turn to for guidance and information relating to their dog. By equipping professionals in dog tertiary services with up to date, accessible and valid information we can bridge the gap between where owners go for the expert voice and provide upskilling opportunities for those working within these services. Dogs Trust

Ireland aims to be a leader in this field, supporting and empowering those self-appointed individuals and attempting to fill the current knowledge gap within the current national landscape.

The department is overseen by the Head of the Training and Engagement, this role will report into the Learning Programme Manager

Key areas of accountability

Learning Technology Support and Administration

- Oversee development and curation of content across multiple learning platforms for internal and external audiences
- Manage learning technology administration including participant enrolment, learning pathways, user permissions, and technical issue resolution
- Work with Learning Experience Designer to identify content reformatting opportunities for different learning needs
- Create best practices documentation and maintain platform configurations, workflows, and settings
- Stay current with learning technology trends and provide first-line technical support for end users.

Data management and reporting

- Track and maintain accurate learning records ensuring data integrity and policy compliance
- Generate regular learning reports including participation, completions, engagement metrics, and feedback results
- Analyse learning data to identify trends, participation gaps, and improvement opportunities
- Prepare dashboards and visual reports for leadership and stakeholders, managing ad-hoc senior leadership requests
- Work with senior team to translate data insights into business decisions and demonstrate ongoing impact
- Maintain archives and evidence of learning activities as required by policies or legislation enhancements to improve learning delivery and data accuracy.

Stakeholder Management

- Support project planning for internal learning strategy implementation with Learning Programme Manager
- Collaborate with departments and key stakeholders on learning needs analysis to identify gaps and opportunities
- Partner with leadership to embed L&D into broader talent strategy and communicate value of initiatives across the organisation
- Coordinate with trainers, teams, and external vendors to ensure accurate scheduling, data capture, and budget management
- Act as change advocate for learning culture including contribution to communication strategy and user support documentation.

Social Learning and Community Management

- Manage and coordinate Training Academy participant groups including discovery sessions, communications, and feedback loops

- Monitor activity within social learning spaces, flagging trends and engagement opportunities
- Support peer-to-peer knowledge sharing through discussion boards, forums, and collaborative activities
- Work with department on sector partnerships and collaborations, including project planning and resource development
- Identify opportunities to engage communities and repurpose existing content for broader reach.

Policy implementation:

- Conduct all activities within relevant legal frameworks, best practice guidelines, and Dogs Trust's brand guidelines
- Guide creation and implementation of policies specific to learning technologies
- Act as department contact for GDPR-related queries and ensure regulatory compliance.

Any other reasonable duties.

Person Specification

Essential skills, qualifications, experience, and attributes

Learning Technology Administration: Proven experience in managing learning management systems or digital learning platforms, including user enrolment, permissions management, content curation, and troubleshooting technical issues.

Data Management and Reporting Skills: Strong ability to track, maintain, and analyse learning data with high attention to detail, ensuring data integrity and generating accurate reports including participation metrics, engagement analytics, and feedback results.

Data Analysis and Visualisation: Demonstrated capability to identify trends and participation gaps from learning data, prepare dashboards and visual reports for stakeholders, and translate data insights into actionable recommendations.

Stakeholder Collaboration and Communication: Excellent interpersonal skills with experience coordinating with multiple teams, managing vendor relationships, supporting project planning, and communicating effectively with diverse audiences from participants to senior leadership.

Organisational and Administrative Skills: Strong organisational abilities to manage multiple workstreams simultaneously, maintain accurate records and archives, coordinate scheduling, and ensure compliance with policies and legislation.

Technical Proficiency and Problem-Solving: Comfortable with learning technologies, digital platforms, and basic troubleshooting, with ability to provide first-line technical support and create user documentation and best practice guides.

Full Irish Driving Licence with Access to Own Transport: Essential for travel to Head Office in Dublin and other locations across Ireland for meetings and department activities.

Commitment to the aims and objectives of Dogs Trust.

Desirable skills, qualifications, experience, and attributes

Qualification in Learning and Development, Education, or Related Field: Degree or professional qualification in learning and development, instructional design, education technology, data analytics, or related discipline.

Experience with Learning Management Systems: Hands-on experience with specific LMS platforms (e.g. Absorb) including configuration, content management, and reporting functions.

Community Management Experience: Previous experience managing online learning communities, facilitating peer-to-peer knowledge sharing, moderating discussion forums, or coordinating participant groups.

GDPR and Data Protection Knowledge: Understanding of data protection regulations, particularly GDPR compliance in an Irish context, and experience handling sensitive learner data appropriately.

Experience in Non-Profit or Charity Sector: Previous work within animal welfare organisations, charities, or purpose-driven organisations with understanding of their learning and development needs.

Data Visualisation Tools Experience: Familiarity with tools for creating engaging dashboards and visual reports.

Project Coordination Experience: Track record of supporting project planning, managing timelines and budgets, and coordinating resources across multiple stakeholders to achieve learning and development objectives.

Our values and behaviours

The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do.

We dream big

Thinking boldly – We channel our passion and commitment to be open to new ideas and possibilities, and to be brave enough to generate and try out new ways of working.

Embracing change – We have the courage, imagination and flexibility to focus on what really matters and adapt as needed to turn our dreams into reality.

We're on the ball

Staying curious – We pay attention to what's going on around us and remain open-minded. We learn from others and consider different angles and perspectives.

Focusing on impact – We are passionate about the difference we make. We use our knowledge and experience to plan our work, solve problems effectively and achieve what we set out to do.

We make things happen

Being proactive – We have a positive, can-do attitude. We actively build strong relationships with others to solve problems and create opportunities.

Working together – We are collaborative and inclusive. We create relationships based on kindness, trust and respect to bring out the best in ourselves and others.

Additional information

This role is based at our Dublin Head Office in Finglas, but hybrid working is expected.

Post holders will be required to travel to Head office located within the Dublin centre, as well as other locations around Ireland for department meetings, so a full Irish driving licence with access to own transport is essential.

Last revised: October 2025



