

  
**COMMONWEALTH  
WAR GRAVES**  


<b>JOB DESCRIPTION</b>	
SUMMARY INFORMATION	
<b>Job Title:</b>	Cornerstone Learning and Development Specialist
<b>Department:</b>	Human Resources
<b>Contract Type:</b>	Fixed Term
<b>Job Purpose:</b>	Ensures Super Users, HR Admins and End Users are all trained to the highest standard as well as providing support with the successful technical implementation of all Cornerstone Modules.
<b>Job Band:</b>	D2
<b>Reports to:</b>	Cornerstone Technical Lead and Project Manager
<b>Direct Reports:</b>	None
<b>Other Key Contacts:</b>	Human Resources Director Head of Human Resources Lead HRIS Super User HRIS Super Users Area HR Admins Area HR Managers
<b>Financial Responsibilities:</b>	None
<b>Location:</b>	Opportunity for this role to be either home based or to work flexibly with a hybrid option (part home/part office working)
<b>Working hours:</b>	37 hours per week. There may be occasions where you will be required to work additional hours. Time off in lieu may be granted for any approved additional hours worked
<b>Travel:</b>	Ideally, must be willing to travel within the UK and overseas, for which a valid passport may be required
<b>Right to work:</b>	Must have the right to work in the UK

<b>BACKGROUND</b>
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The Commonwealth War Graves Commission (CWGC) honours and cares for the men and women of the Commonwealth forces who died in the First and Second World Wars, ensuring they will never be forgotten. Funded by six Member Governments, our work began with building, and now maintaining, cemeteries at 23,000 locations all over the world. Today, over a century after we first began, our work continues through our staff, supporters and volunteers who preserve our unique cultural, horticultural and architectural heritage and ensure that the stories of those who died are told.

<b>KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE</b>
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### General

- Develops training and communication material for Super Users, the HR Admins and, Hiring Managers and the End Users to ensure a successful system roll out
- Designs and delivers a wide range of technical skills-based learning
- Builds, monitors and revises the learning curriculum, ensuring it remains relevant
- Contributes to test scripts and helps to coordinate User Acceptance Testing (UAT) Regularly tests system updates, releases and any ongoing changes, ensuring End Users receive effective training on the impact of these changes
- Troubleshoots and resolves HRIS problems, identifying process flaws and recommending solutions
- Assists the Cornerstone Lead Super User to overcome problems and write more complex reports, as and when required
- Assists the Cornerstone Lead Super User to develop, implement and maintain ongoing system governance

### Job Functional Knowledge

- A good standard of education and on the job experience, providing excellent experience and knowledge of how to develop training material and run training sessions. Must also have on the job experience of using HR information systems

### Business Expertise

- A good understanding of how the HRIS inputs to the success of Human Resources across the Organisation as well as for line managers and all other end users

### Leadership

- No Supervisory responsibility
- Provides training and guidance in relation to the HRIS

### Problem Solving

- Runs reports to identify training needs, with the ability to provide training solutions to ensure the appropriate use of the system

### Nature of Impact

- Assists with system management, design, implementation and governance

### Area of Impact

- Primarily on area of specialisation (HRIS) but this, in turn, has an impact across the CWGC, changing the way we all work from manual processes to a much more digital approach

### Interpersonal Skills

- Excellent communication skills with the ability to train and motivate others, conveying technical solutions in simple terms that can be understood and followed by all

PERSON SPECIFICATION

Education and Knowledge

Essential

- Educated to A Level standard, with an excellent command of both written and verbal English language
- In-depth knowledge of Cornerstone LMS

Experience

Essential

- Proven experience of the Cornerstone Learning Module
- Designing and rolling out system specific training
- Must be proficient with Microsoft Office packages, including Excel

Desirable

- Proven experience of HRIS implementation, ideally in a global organisation, across different countries
- Implementation of more than one Cornerstone Module
- Setting up and building the back end of Cornerstone LMS
- Setting up and maintaining security roles in Cornerstone

Skills and Abilities

- Able to work with a high degree of autonomy, organising work to meet deadlines
- Personable and able to encourage others, including those who may not naturally be system specialists, to adapt to new ways of working
- Confident with technology and grasping new concepts
- Demonstrates a positive approach to finding solutions
- A strong inclination to translate manual HR processes into a system
- A team player who thrives in a team environment, working closely with others, respecting and listening to other team members, in addition to working independently
- Sharing knowledge and training others and adjusting the language/approach according to the audience
- Logically minded with the ability to create and follow 'best practice' governance steps to ensure the system remains well maintained and in good order beyond going live with each Module
- Detail orientated and systematically organised
- Good communication skills, with the ability to explain and work with technical teams, HR Admins, End Users and senior managers
- An alignment and adherence to the CWGC's Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT
- Health and Safety responsibility for self and others

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*Your key duties are set out within this job description. From time to time, you may be required to perform such other reasonable duties that fall outside your job title or key job duties, should this be necessary to meet the needs of the CWGC.*

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Signatures

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date: