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<b>Job title:</b>	Head of Learning and Development
<b>Delegated Authority:</b>	Level 5
<b>Team:</b>	Human Resources and Organisational Development
<b>Responsible to:</b>	Director of HR & OD
<b>Responsible for:</b>	Line management of the L&D Team (Diversity, Equity and Inclusion Learning Lead, 2x L&D Coordinators, 1x L&D Administrator) Trainers (contract-management responsibility)

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## Job purpose



The post holder will lead and manage the SHP Learning and Development (L&D) function so that staff have the skills, knowledge and ongoing learning and development opportunities to contribute effectively to SHP's vision and mission for our clients and delivery of our business plan.

They will ensure that L&D needs across the organisation are regularly assessed and reviewed; that L&D activities, including courses, resources and systems meet these needs;

- That appropriate activities and resources are planned, organised, commissioned and delivered in line with these needs.
- That L&D activities and systems are regularly evaluated and developed and to ensure their on-going effectiveness.

The post holder will be committed to championing organisational learning and development, and will lead on the development of SHP's learning management system, Owl.

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## Key accountabilities

**To assess and review SHP staff L&D needs and evaluate the outcomes from L&D activities to ensure the effectiveness of the L&D function.**

- To produce an annual L&D Review Report of the previous year's L&D outputs, outcomes, achievements and challenges.
- To produce an annual L&D Plan flowing from the Report's findings and recommendations and from L&D needs emerging from the SHP Business Plan.
- To develop other relevant L&D needs analysis and evaluation systems and processes.

**To develop and maintain appropriate L&D activities to meet SHP's L&D needs.**

- To personally deliver an appropriate selection of SHP internal training courses (e.g. some from Corporate Induction, Client Risk Assessment, Support Planning, Boundaries and Good Practice or management skills courses)
- To specify, develop, commission and manage the delivery of training to meet the skills and knowledge required for client facing, management and head office staff, using internal and external trainers as appropriate.
- To develop and maintain a group of internal trainers across SHP by providing support and expertise, setting standards and developing trainers' competence.
- To develop and maintain SHP learning programmes, such as induction, trainee, management and Our Way of Working programmes.
- To provide L&D expertise to internal subject matter experts or departmental leads to support them to develop appropriate training courses and content for SHP's needs.
- To work with the HR Department and line managers on people management issues where learning support is required.

**To develop and maintain appropriate L&D systems, policies and processes to ensure that the L&D function operates effectively and is well understood across SHP.**

- To develop and maintain Owl as a high quality learning management system for SHP staff (and in the future for volunteers and/or clients) that is easy to use, ensures all staff are given the

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responsibility for their role specific learning, handles L&D administration and record keeping and contains up to date, relevant e-learning material.

- To ensure that L&D policies, procedures and reports are up to date and meet SHP's needs.
- To ensure that L&D coordination and administration processes are carried out effectively and meet SHP's needs.

### **To champion and contribute to organisational development (OD) and lead on designated OD projects.**

- To work with others in SHP (Director of HR & OD, AD for Practice Development and other members of senior management) on organisational learning projects and structures.
- To ensure that findings from L&D annual reviews and other evaluation activities inform the review of SHP management activities, policy and practice and lead to organisational learning.
- To ensure that recommendations and issues emerging from reports, such as Investors In People, ISO9001 and internal audit reports inform L&D plans and activities and lead to organisational learning.
- To ensure that staff exit questionnaire and other survey data is collected, shared and valued as a means of understanding SHP culture, climate and attitude and used to improve SHP's L&D and management activities and lead to organisational learning.
- To lead or contribute to planning and carrying out organisation-wide, departmental or team learning activities as appropriate, for example staff conferences, away days and working and focus groups.
- To develop strong internal networks and regular communication with managers and staff to ensure that L&D activities are aligned to operational needs, that managers are able to support learning in their teams and to ensure effective communication and liaison between the L&D function and other departments.

### **General**

- To seek opportunities to apply appropriate innovative L&D approaches to SHP through keeping abreast of research, developments and resources in the L&D field and through external networking with other professionals and organisations.
- To carry out any other tasks within your capability to support the HR and OD Dept. as reasonably requested by your manager (for example to expand and develop the L&D function's scope in the future to cover clients' or volunteers' learning needs, to develop training that can be sold by SHP or to carry out work in the wider HR sphere to meet the department's work demands).

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## People Management

- To ensure that staff within the L&D Team are recruited and inducted in line with Recruitment, Induction and Probationary policies and procedures. This will include participating in recruitment panels, preparing and carrying out probationary monitoring and reviews.
- To review the learning and development needs of staff working in the L&D Team and feeding these needs into the organisation's L&D needs analysis.
- To ensure that staff in the L&D team are managed, valued and developed in line with Supervision, Appraisal, Training and Performance Management policies and procedures. This will include setting targets, reviewing and monitoring performance and development.
- To ensure that staff attendance in the L&D team is managed in line with Annual Leave, other Leave and Sickness policies and procedures. This will include recording and approving all leave and carrying out sickness absence return to work and review meetings as appropriate.
- To support good team communication and morale and ensure that any conflict that may arise is managed supportively and in line with relevant policies and procedures.

## Financial Management

- To monitor and manage the budget for L&D staff team and L&D activities across SHP, in partnership with the Director of HR&OD, taking responsibility for the development of the budget annually and for a mid-year re-forecasting, leading on all areas where the post is 'budget holder'.
- To ensure the L&D team and function represents value for money.
- To ensure that all expenditure is undertaken in line with the organisation's delegated authority manual.

## Risk Management

- To ensure that staff understand that management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment with the provision of the necessary training and support.
- To carry out appropriate duties in line with SHP Business Continuity Policy and the 'local response' plan and ensure that staff are familiar with their roles.

## Safeguarding Children And Vulnerable Adults

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- To be able and committed and to ensure that staff across SHP are able and committed to safeguarding children and vulnerable adults in line with SHP policies.
  - To fulfil the duty and ensure that staff fulfil their duty to assist in protecting colleagues and clients from any form of harm when they are vulnerable.

### **Information Security & Data Protection**

- To comply with and ensure that staff comply with the organisational requirements to protect personal and confidential information and with the internal procedures to support the management of risks regarding information security breaches.

### **Data Quality**

- To understand and ensure that managers and their teams understand the importance of data quality in the provision of high-quality client services.
- To comply with and ensure staff compliance with the organisation's data quality and client record requirements.

### **Health And Safety**

- To ensure that all duties and responsibilities of this post and activities within the L&D team are carried out in compliance with the Health & Safety at Work Act 1974, Statutory Regulations and Organisational Policies and Procedures.

### **Miscellaneous**

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

# Technical and professional know-how needed for position

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**When completing your application, you will be required to address (using examples) some of the points below**

## **Experience and Knowledge**

- L&D qualification or equivalent professional experience. (Essential)
- A good knowledge of the current context and issues in relation to the provision of services to socially excluded, homeless and/or vulnerable people and how this informs L&D activities. (Desirable)

## **Skills and Abilities**

- The ability to line-manage and develop staff and to contract-manage external trainer performance that can be evidenced through relevant experience. (Essential)
- The ability to carry out a learning needs analysis across a complex service delivery organisation and to produce an associated organisational learning plan that can be evidenced through relevant experience. (Essential)
- The ability to oversee and carry out the planning, delivery and evaluation of a range of learning activities spanning a complex service delivery organisation's needs that can be evidenced through relevant experience. (Essential)
- The ability to maintain and develop an on-line learning management system and e-learning library that can be evidenced through relevant experience. (Essential)
- The ability to manage the L&D function within a number of regulatory, competence and quality frameworks (e.g. external quality accreditations, internal competency standards and internal audit systems) that can be evidenced through relevant experience. (Essential)