



JOB DESCRIPTION

Post:	People and Learning Manager
Contract:	Fixed-term, 12 months (maternity cover)
Salary:	£46,339 (scale points 32-34 on NJC scale range) inc. LW + pension and other benefits
Hours of Work:	35 hours per week excluding breaks
Annual Leave:	34 days per year including bank/statutory holidays
Probation Period:	6 months
Notice period:	8 weeks
Responsible to:	Head of People Services

Appropriate background checks will be carried out as part of the recruitment process for this role

JOB PURPOSE

The People and Learning Manager supports the delivery and ongoing development of the organisation's Learning & Development (L&D) approach, combining practical delivery with scope to shape and improve learning initiatives.

Working closely with the Head of People Services, the postholder will design, deliver and evaluate inclusive and impactful learning programmes that build organisational capability, support leadership development, and enhance the experience of both employees and volunteers. This role also oversees training administration for staff and volunteers, ensuring that all learning activities are well-coordinated, effectively promoted and accurately recorded to support meaningful reporting and continuous improvement.

Alongside this, the role will contribute to the wider People agenda by embedding learning and development into core HR practices by supporting managers through coaching, contributing to employee relations matters with a developmental lens, and supporting people projects. The role works collaboratively with the People Services team to ensure a consistent and joined-up approach to people development and practices across the organisation.

MAIN DUTIES

Learning and Development (Staff and Volunteers)

- Design, deliver, and continuously improve the organisation's L&D offer for staff and volunteers, aligned with organisational priorities and plans.
- Design and deliver practical training and guidance to managers on effective people management, building capability across the organisation.
- Identify learning needs and develop solutions, including designing and facilitating programmes, workshops, and learning resources.
- Deliver core learning programmes, including management and leadership development, and contribute to organisation-wide learning activity.
- Design, deliver, and evaluate volunteer training programmes, ensuring volunteers have the skills, knowledge, and confidence to carry out their roles.
- Develop and embed initiatives such as mentoring, coaching, shadowing, and career development pathways.
- Manage and develop the organisation's e-learning platform and learning resources, including supporting rollout and use of the HR system learning module to improve access, tracking, and impact.
- Ensure learning activity is effectively administered, communicated, and promoted across the organisation.
- Work closely with the People Services team and stakeholders to identify capability needs and deliver effective learning solutions, engaging external providers where appropriate.
- Support induction and onboarding for staff and volunteers, alongside wider workforce development (including apprenticeships, internships, and volunteer programmes).
- Monitor and evaluate learning activity using feedback and data to drive continuous improvement.
- Ensure all learning activity is inclusive, accessible, and aligned with EDI principles, supporting organisational values and behaviours.
- Maintain L&D policies, processes, and resources in line with best practice, using research and insight to enhance the L&D offer.

Wider People Responsibilities (Capability and L&D focused):

- Using broader HR expertise to support and advise on employee relations activity, identifying opportunities for upskilling and enabling early intervention.
- Contribute to HR policies and processes, ensuring they are supported by clear learning and guidance.
- Support key people processes (e.g. performance reviews), ensuring they are consistent and development-focused.
- Use people data and insights to identify capability gaps and inform targeted learning interventions.
- Work with the wider People Services team to embed learning into organisational change, new systems, and policy updates.

- Contribute to engagement initiatives and wider People projects to build organisational capability and performance.

GENERAL RESPONSIBILITIES

- Work in conjunction with your Line Manager, to support the ongoing development of the role, ensuring responsibilities remain appropriate to the needs of The Passage.
- To attend internal and external meetings, training events and briefings as required.
- To participate in regular supervision and annual appraisals, identifying job-related development and training needs.
- To ensure all The Passage policies and procedures are adhered to, particularly those relating to Health and Safety, Code of Practice and Confidentiality.
- To promote and uphold The Passage's commitment to equality, diversity and inclusion.
- To undertake the role in a professional manner, working in accordance with the aims, values and ethos of The Passage.
- Undertake any other duties that may be required which are commensurate with the role.

Note: This Job Description summarises the main responsibilities of the role at the time of writing. As the organisation and People Services team continue to evolve, the role may evolve in consultation with the postholder.

Person Specification:

PEOPLE AND LEARNING MANAGER

The person specification sets out the essential abilities and qualities that will be used in the selection criteria for this post. When completing your application form, please address criteria E1 to E6, K1 to K3 and S1 to S6 demonstrating your experience and knowledge, giving evidence of your experience and abilities.

DESIRED EXPERIENCE

- E1 Proven success of designing, developing and delivering inclusive and engaging training resources and interventions, both face-to-face and virtually.
- E2 Experience working with a range of internal and external stakeholders, building effective relationships and responding to organisational needs.
- E3 Proven experience sourcing learning and development providers and solutions
- E4 Experience using data and reporting to evaluate learning activity and inform improvements.
- E5 Experience coaching and advising managers on HR policies, processes, and people management practices from a learning and development perspective.
- E6 Experience supporting organisational change initiatives, using learning interventions to enable effective implementation.

DESIRED KNOWLEDGE

- K1 Strong understanding of learning and development principles, including different approaches to designing engaging and effective learning.
- K2 Strong understanding of Learning Management Systems (LMS) and digital learning tools.
- K3 Sound knowledge of learning theory, instructional design and best practices in learning & development.

DESIRED SKILLS

- S1 Ability to build excellent working relationships at all levels.
- S2 Strong facilitation, presentation and written communication skills, with the ability to tailor messaging to diverse audiences.

- S3 Demonstrable ability to evaluate learning interventions, including producing and interpreting metrics and reports.
- S4 Excellent organisational skills, with the ability to manage competing priorities in a fast-paced environment.
- S5 Confident IT skills, including Microsoft Office and HR / learning systems.
- S6 Ability to work independently and collaboratively, maintaining professionalism and confidentiality.

How we behave at work matters. This Competency Framework sets out the knowledge, skills and behaviours we need to do our jobs well. They give the detail on how we can put our values into action, informing how we work with each other and the people who use our services. We should use our Competency Framework when we recruit new staff and volunteers, appraise performance and when we develop our careers at The Passage.

For each competence, staff should consider whether they are:



1 Values led performance

Our work is reflective of The Passage values:

- Seeing the big picture: We have an in-depth understanding and knowledge of how our role fits with and supports The Passage's objectives and our client's needs.
- Respect for others: We respect, treat and value each person as an individual, and recognise that the views and experiences of people from different backgrounds and with different experiences make us a stronger organisation.
- Effective communication & influence: We show pride and passion for The Passage and the services we deliver. We communicate purpose and direction with clarity, integrity, and enthusiasm.
- Hands on hard work: We are self-motivated, proactive and demonstrate a willingness to get involved and help others whenever possible.

2 Client centred working

We provide quality services to our enable our clients to thrive:

- Excellent customer service: We continuously strive to provide the highest level of customer service within our roles, responding positively to feedback and learning opportunities.
- Commitment to quality services: We are committed to providing excellent services to our clients, colleagues and supporters. We incorporate our core values and our knowledge of good practice into every aspect of our work.
- Making effective decisions: We make informed decisions based on sound judgment, evidence, and knowledge, always prioritising the best interests of The Passage, our clients, and our people. We empower individuals to know when and how to make decisions
- Creative problem solving: We handle complex situations and problems with innovation and creativity

3 Effective professional practice

We reflect on our own practice and the skills that are required to continuously improve.

- Readiness to change: We are curious, positive, agile and resilient, and that's how we deal with change.
- Planning & organising: We think ahead, managing time, priorities and risk. We develop structured and efficient approaches to deliver our work in a timely way and to a high standard.
- Analysis & problem solving: We ensure that we have sufficient evidence to make informed decisions and look outside of traditional solutions when appropriate.
- Continuous professional development: We are aware of our own abilities and areas for growth, as well as those of our colleagues. We are committed to continually learning so that we improve our own performance and inspire others to do the same.

4 Working together

We work positively together, knowing that collaboration and mutual support make us stronger.

- Leadership: We lead and take responsibility within our work areas. We demonstrate pride and passion for our clients, communicating purpose and direction with clarity, integrity, and enthusiasm.
- Collaboration & partnership: We work positively together, knowing that collaboration, partnership and mutual support makes us stronger.
- Reliability and communication: We are reliable and complete work commitments to agreed standards of accuracy, quality and time. We communicate effectively and appropriately, adapting communication styles as required.
- Connection: We behave with authenticity, empathy, & emotional intuition. We respect professional boundaries, and we build positive professional relationships.

