

Role Profile

Job title:	Head of Learning	Leader of others:	Yes
Reports to:	Director of People and Culture	Contract type:	Agile Homeworking
Business area:	People and Culture	Budget holder:	Yes

Job purpose

The Head of Learning will lead our approach to developing the key skills and capabilities we need at every level of the organisation, contributing directly to the delivery of our People and Culture Strategy and Yorkshire Housing Business Strategy.

This role will work right across our business to understand and help define learning priorities, using your extensive practitioner and leadership experience to drive the plans and initiatives to meet those needs. You'll be at the centre of inspiring a true learning culture, building leadership capability and YH developing skills and behaviours that support performance management and customer outcomes. The priority list for YH includes coaching, feedback, management development, digital skills (including leveraging AI as a business tool and to enhance learning delivery), customer experience and our approach to professional service delivery.

The role requires a senior learning and development professional with a creative and innovative approach to learning design and delivery, exceptional relationship and influencing skills, and a proven knack for leading complex interdependent programmes of work across a diverse business. As a key member of the Leadership Team, you'll be a custodian of our unique culture and values, and bring passion, energy and fun to how we develop our people and our performance.

Key responsibilities

Strategic and operational leadership

- Lead Yorkshire Housing's Learning function and the development of our 'Future Ready' strategic aim and 'Future Skills' delivery plans, ensuring that we have a clear roadmap and the right capabilities in place to achieve our goals.
- Lead and develop a team of Learning and OD professionals, setting the vision and the standard, providing clear direction, supporting personal development and creating a recognisable brand for Learning across YH.
- Ensure the Learning function is proactive and influential in its contribution to strategic and operational planning across the business.
- Oversee the L&D budget, making sure all activities and investments are planned, tracked and measured with clear RoI outcomes.
- Develop new processes to align YH business goals and our culture of customer obsession to regulatory compliance with the upcoming Conduct and Competence Standard (national framework for mandatory qualifications and professionalism within the social housing sector).

Communication and collaboration

- Work collaboratively with the People and Culture senior team and the YH Leadership Team to foster a culture of continuous learning across YH, and a common approach outcome-focused professional development that empowers colleagues to take ownership for their own development and career progression.
- Act as a trusted partner and advisor to the senior team, providing expertise, insight and challenge to approaches to developing colleague and organisational capability.
- Support the identification of risks and barriers to progress and work collaboratively with colleagues to make sure that plans evolve with business needs.
- Work collaboratively with the People and Culture senior team to develop and track plans that deliver the PaC Strategy, improve colleague experience and engagement.
- Create external networks and partnerships to bring cutting edge ideas and different thinking into YH and leverage funding opportunities.

Learning design and delivery

- Lead and develop the core colleague development offer, creating opportunities for colleagues at all levels to develop their skills and career.
- Lead on the development of our performance management framework and coaching and feedback culture to ensure it supports business performance outcomes and supports colleague development. Ensure people managers are well equipped and appropriately skilled in this area.
- Develop a framework to identify and nurture high-potential colleagues through targeted in-house development.
- Work closely with the business change team to ensure skill/behaviour and culture change outcomes are fully aligned to delivery programmes.

Leadership and management development

- Lead and develop our approaches to senior leadership development and management development, including delivering to the Senior Leadership Team.
- Design and deliver our approach to management skills development, including the onboarding of new people managers, enhancing core skills and creating opportunities for aspiring managers to develop.

Digital Learning Technology

- Leverage digital learning technologies, including AI, to create innovative and accessible learning experiences.
- Define the requirements for the future LMS and other tech-enabled learning tools.

Performance and reporting

- Lead a robust approach to defining and reporting L&D metrics.
- Lead the ongoing quality assurance of training and learning interventions.
- Ensure the team adopt a culture of continuous improvement and look for opportunities to innovate and add value

What you'll bring to the role

The main things:

- Proven experience of successfully leading and developing a team of Learning and Development professionals in a large organisation.

- Experience of implementing innovative and complex learning and organisational development strategies, with a track record of results.
- Expertise in the design and delivery of senior leadership, management and talent development programmes.
- A natural planner and organiser – you balance your creativity with a distinctive ability to plan and project manage complex programmes of work. And you get excited by the power of good data to inform decision making!
- Exceptional communication and influencing skills, you excel at building professional relationships quickly, working collaboratively with senior leaders and external partners to co-create amazing outcomes.
- Naturally curious and prepared to ask ‘why do we do it like that?’ to challenge established norms in a positive and constructive manner.
- In-depth and up-to-date knowledge of best practice OD and change management.
- Experience in commissioning and monitoring third party delivery partners.
- High levels of resilience and the ability to stay focused and calm during busy times and under pressure.
- An infectious, positive and can-do approach, along with a willingness to “roll your sleeves up” to get the job done.
- towards work and getting things done.
- Strong written skills, including experience of preparing succinct, professional reports and learning materials.
- Highly tuned coaching skills, with appropriate professional experience and/or qualification.
- A strong commitment to the principles of equality, diversity, inclusion and wellbeing.

It would be a bonus if you have:

- Relevant advanced level qualification/s and evidence of professional competence.

Our values:

Our values describe what matters most to us and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.