

**JOB DESCRIPTION**

**Your role**: People Partner – Learning and Development

**Where you work:** Remote with occasional travel

**Hours:** Full time hours available

**You report to:** Head of Learning and Culture

SignHealth is a unique and inspiring organisation, we work and campaign to improve deaf people’s health and wellbeing and have done so for over 40 years. We provide social care, psychological therapy, domestic abuse support, advocacy and children and young people’s services. We deliver this work by deaf people to deaf people across the UK in British Sign Language (BSL).

SignHealth is one of the largest disabled people’s organisations in the UK. Our ambition is to be the go-to deaf charity, and the partner of choice for the NHS, public bodies, and health organisations.

We live by our principles and our values.

**Our principles:**

* We are a deaf led organisation.
* We provide information that is in plain English and BSL accessible.
* We are a health charity that campaigns to end health inequality.
* We are trusted advisers to each other and to the deaf community.

**Our Values:**

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| **We Can Do It** | **Everyone Belongs** | **We Grow Together** | **Make the Small Moments Count** |
| We are ambitious for impact yet realistic about the journey ahead | We create a safe supportive space that respects and supports our differences | We help everyone flourish in their own way by starting from where they are | We pay attention to the small ways that contribute to our wellbeing and health |

**The Impact You’ll Make**

As the People Partner for Learning & Development, you will shape SignHealth’s learning culture by designing, implementing, and evaluating impactful learning and development programmes and supporting us to deliver great people services. You’ll empower employees and leaders across the organisation to unlock their full potential by providing tailored training opportunities, career development frameworks, and innovative learning initiatives.

Acting as a trusted adviser, you’ll work collaboratively with teams to identify skills gaps, enhance leadership capabilities, and ensure every team member has access to development opportunities that align with SignHealth’s strategic objectives. Through your expertise, you will foster a culture of continuous growth, knowledge-sharing, and professional excellence, enabling SignHealth to thrive in delivering outstanding services to the deaf community.

**What You’ll Be Doing**

**Learning and Development Plans**

* Develop and implement Learning & Development (L&D) plans in line with our People Strategy and SignHealth’s organisational goals.
* Collaborate with senior leaders and managers to identify training needs and skills gaps across teams.
* Design and deliver comprehensive training programmes that support personal, professional, and leadership development.
* Provide coaching and mentoring support to managers, enabling them to lead effectively and drive performance.
* Support the Head of Learning and Culture to design and deliver the leadership and management development programmes to build capability and confidence in team leaders and service managers.
* Ensure that all services are meeting all compliance training requirements where appropriate (CQC, Leading lights, etc.)

**Training Delivery and Facilitation**

* Lead the delivery of in-person and virtual training sessions on key topics, including management skills, communication, and compliance.
* Develop and maintain e-learning platforms and resources to ensure accessible and flexible training options.
* Partner with external training providers and contracts to deliver high-quality training solutions that meet the accessibility needs of deaf staff.
* Ensure that learning solutions are appropriate for deaf audiences, work with external training providers to ensure accessibility.
* Manage the apprenticeship levy. Act as the primary contact for apprenticeship providers, ensuring effective programme delivery and compliance with apprenticeship standards.
* Monitor apprentice progress and provide guidance to both apprentices and their managers. Enable opportunities to promote apprenticeships internally and externally to attract diverse talent.

**Onboarding and Induction**

* Manage the corporate welcome and mandatory training process to ensure a seamless and engaging experience for new starters.
* Develop resources to support managers to deliver effective induction training.

**Performance Development**

* Support the rollout of performance appraisal frameworks, as well as accompanying managers to adhere to the training matrix ensuring clear alignment with development opportunities.
* Provide advice and support on career development pathways and succession planning initiatives.
* Support Employee Relations (ER) with disciplinary processes when required.

**Evaluation and Reporting**

* Develop tools and processes to evaluate the impact and effectiveness of training programmes.
* Support with development of competencies measures.
* Manage the Learning Management System and provide regular reports on training participation, outcomes, and return on investment (ROI).
* Report on Learning and Development KPIs.
* Continuously review and refine learning solutions based on feedback and performance data.

**Collaboration and Communication**

* Build strong relationships with internal teams and external partners to ensure learning initiatives are relevant and impactful.
* Act as a champion for lifelong learning, encouraging a growth mindset across the organisation.
* Build relationships with external bodies/stakeholders.

**Culture and Inclusion**

* Ensure all training programmes are inclusive, accessible, and culturally appropriate for all staff.
* Promote a culture of continuous learning and professional growth throughout the organisation.
* Provide an effective culture/language awareness programme to embed in any initial training and development to offer cohesive learning.
* Understanding the importance of EDI and how to promote its inclusion in the organisation.

**Key Qualities and Experience**

**Essential Criteria**

* Proven experience in designing, delivering, and evaluating learning and development programmes.
* Strong knowledge of adult learning principles and innovative training techniques.
* Experience in implementing leadership development and coaching initiatives.
* Ability to identify skills gaps and training needs, translating them into effective training plans.
* Proficiency in managing e-learning platforms and virtual training tools.
* Strong facilitation, presentation, and coaching skills.
* Excellent interpersonal and relationship-building skills.
* Ability to measure and report on training outcomes and impacts.
* Strong BSL skills, or commitment to learn BSL up to Level 2.

**Desired Criteria**

* Experience working in the charity or healthcare sector.
* CIPD qualification or equivalent experience in a related L&OD field.

**About You**

* You are passionate about learning and development, with a drive to empower people to grow and succeed.
* You are a strategic thinker, capable of aligning training initiatives with organisational objectives.
* You are confident in facilitating training sessions and engaging participants from diverse backgrounds.
* You have a proactive mindset, always seeking innovative ways to improve training delivery.
* You are empathetic and approachable, creating an environment where people feel supported and encouraged to learn.

**Team Success**

* You will work closely with the Head of Learning and Culture to implement and monitor L&D initiatives.
* You’ll collaborate with managers and teams across the organisation to identify and meet training needs.
* You’ll champion SignHealth’s values and promote a culture of continuous improvement and professional excellence.
* You’ll play a vital role in building a skilled, confident, and high-performing workforce.
* You have a commitment to promoting and protecting SignHealth’s values.