

JOB DESCRIPTION

JOB TITLE:	Learning Specialist (Compliance and Safety)
GRADE:	Grade 5
REPORTING TO:	Strategic Culture Partner
RESPONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

The Learning Specialist (Compliance and Safety) develops practical, engaging learning that helps colleagues meet statutory and regulatory requirements, work safely and understand their role in keeping customers safe. The role supports a *healthy homes* culture by building operational safety knowledge and helping colleagues identify risk, consider vulnerability and apply professional judgement.

Working closely with Property Repairs, Assets and Development, and Health & Safety teams, the Learning Specialist (Compliance and Safety) identifies, designs and supports learning that builds safety-critical and compliance-related competence across the organisation. It also acts as the first point of contact for wider learning needs from assigned operational areas.

As part of the People & Culture team, the Learning Specialist (Compliance & Safety) will work alongside:

- Peer Learning Specialists to design and deliver innovative and inclusive learning solutions.
- Coordinators / Administrators to make sure learning is effectively supported, recorded, monitored and reported.

MAIN DUTIES AND RESPONSIBILITIES

Learning Design, Development and Delivery

- Lead end-to-end learning projects within the compliance and safety remit, including needs analysis, design, development, delivery and evaluation.
- Advise managers and subject matter experts on the most appropriate learning methods for safety and compliance outcomes.
- Design and develop learning materials, workshops, briefings, guides, digital content and resources that help colleagues to apply safe working practices in their roles.

- Deliver training sessions, workshops, briefings and awareness activities where appropriate.
- Support learning requirements linked to risk assessments, safe systems of work, information sheets / toolbox talks, accident learning and operational safety procedures, ensuring learning focuses on practical application in the workplace.
- Evaluate learning effectiveness and use feedback and data to improve future learning.

Safety, Compliance and Mandatory Learning

- Maintain, review and oversee the organisation's Mandatory Training Matrix.
- Work with subject matter experts and operational managers to identify mandatory and safety-critical learning requirements.
- Ensure safety and compliance learning requirements remain aligned to legislation, regulation, organisational risk, policy and operational need.
- Ensure colleagues have access to the learning required to meet safety-critical and compliance-related competence requirements.
- Embed healthy homes, customer vulnerability and professional judgement considerations into relevant safety and compliance learning.

Partnership Working

- Work closely with Property Repairs managers to support safety-critical, technical and operational training requirements.
- Work closely with Assets and Development teams to ensure learning related to general health and safety, asbestos, legionella, fire safety, building safety and other statutory compliance areas remains appropriate and effective.
- Work closely with the Health and Safety Team to translate safety requirements into clear, practical and engaging learning resources.
- Build effective working relationships with operational teams, compliance specialists and external providers.
- Act as first point of contact for learning needs from assigned operational areas.

Monitoring, Reporting and Assurance

- Monitor completion of mandatory, statutory and compliance learning requirements.
- Analyse learning data to identify overdue training, compliance risks and areas requiring action.
- Escalate significant non-compliance or safety-critical learning risks through agreed routes.
- Produce reports and dashboards for managers, senior leaders and governance groups.
- Support internal and external audit activity by providing accurate learning records and evidence.
- Use data and insights to improve learning compliance and colleague experience.

General

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

Essential and Desirable Criteria	Method of Assessment
Qualifications	
• Essential: Level 5 Learning & Development qualification or substantial professional experience in learning and development • Desirable: Health & Safety qualification particularly in relation to property, repairs, maintenance, construction, building safety or safe working practices (or willingness to work towards)	• Application Form • Pre-employment checks
Experience	
Essential • Leading learning projects through the full learning cycle, including needs analysis, design, development, delivery and evaluation. • Working with managers and subject matter experts to identify learning needs. • Working with external training providers and managing contracts • Working with operational teams or technical subject matter experts to translate safety-critical, compliance or technical requirements into practical learning. • Monitoring learning completion, analysing data and producing reports. • Using data and feedback to improve learning outcomes. • Using Learning Management Systems or digital learning platforms. • Working with stakeholders across multiple teams or service areas	• Application Form • Interview

Desirable • Designing and delivering learning that support safe working practices, mandatory learning or compliance requirements. • Supporting learning in a property, repairs, maintenance, construction, trades or building safety environment.		
Knowledge		
Essential • Learning needs analysis, learning design and evaluation methods. • Adult learning principles and workplace learning approaches. • Learning Management Systems and learning technologies. • Data analysis, compliance monitoring and reporting.		• Application Form • Interview
Desirable • Awareness of safe working practices, risk assessments, method statements, toolbox talks and safety-critical learning in operational or property-related environments. • Building safety compliance areas such as asbestos, legionella, fire safety. • Awareness of the regulatory standards affecting social housing, including how safety, quality of homes, competence and customer vulnerability influence learning and compliance requirements		
Skills		
• Technical Learning Translator: You can turn complex safety, compliance or technical information into clear, practical learning that works for operational colleagues. • Relationship Builder: You're great at connecting with stakeholders and influencing across all levels. • Insight-Led Evaluator: You use data and feedback to shape smarter learning strategies and measure impact. • Agile Operator: You're organised, responsive, and thrive when juggling multiple priorities. • Project Management: You're capable of managing multiple learning initiatives and external providers simultaneously. • Evaluation & Analysis: You're confident developing tools and interpreting data to assess learning impact. • Culture Connector: You embed values and inclusion into every learning experience. • Tech Confident: You use learning platforms, digital tools, and systems to support delivery and tracking. • Process improver: You spot opportunities to streamline workflows and enhance the learning experience.		• Application Form • Interview
Behaviours		

• Care about the basics – you make responsible choices and protect our reputation. • Work well together – you are respectful, listen actively and proactively share information • Achieve great results – you set yourself high standards, consistently perform, and respond appropriately to feedback. • Keep improving – you identify new ways of working, adapt to change and never stop learning. • Be at our best – you are reliable and authentic, act with good intention, and understand your impact. • Make a positive difference – you contribute and actively volunteer your skills and knowledge	• Interview
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