



Candidate Pack for

Head of Learning and Development

About ECL

ECL's aim is to make a positive difference to people's quality of life by enabling them to be as independent as possible through the delivery of high-quality, innovative services.

ECL's services support older people; adults with learning disabilities and/or autism; adults needing reablement services following a spell of ill health, surgery, or an accident; and people with sensory needs to live safely and independently within their own homes and engage with their communities.

Operating throughout Essex, London and South East England, ECL empowers over 50,000 people each year to regain and maintain independence as well as benefit from social interaction by focussing on achieving goals created in partnership with each customer.

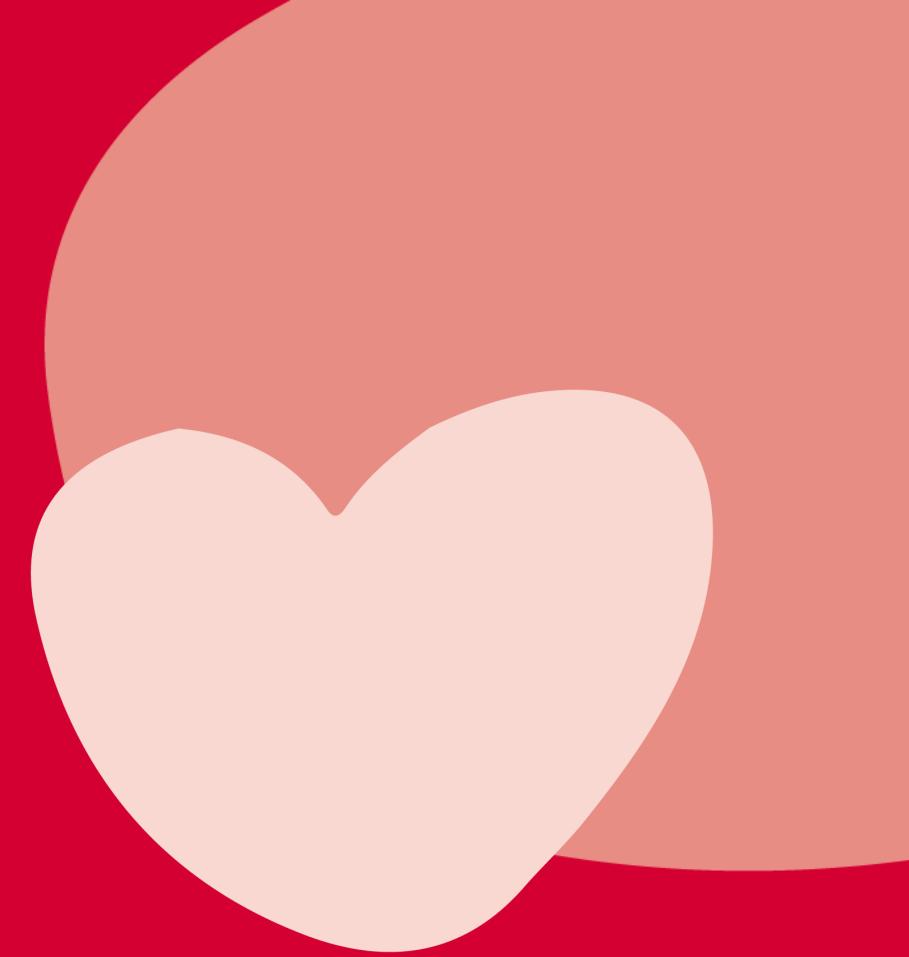
Our vision:

To transform lives,
empowering
independence through
care excellence for all.



Our mission:

Making a positive
difference to
people's quality
of life.

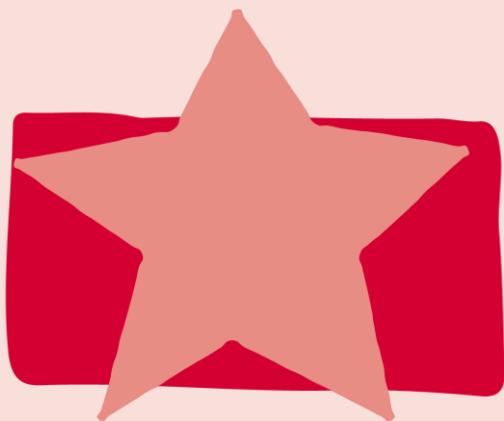


Core values



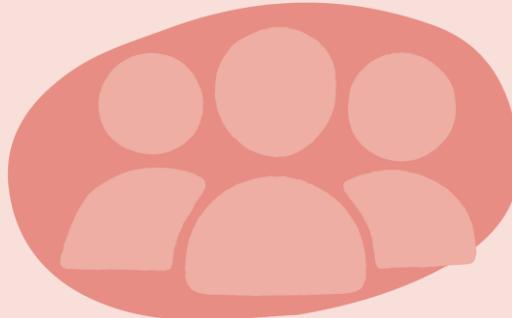
Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right.

Reablement services

ECL's short-term Reablement services provide a range of care and support to help people to regain confidence and independence following a spell of ill health, surgery, or an accident.

Referrals are made to this service by health and social care professionals in hospital or community settings. The Reablement team consists of Trusted Assessors, Health and Community Care Assistants, clinical practitioners including Physiotherapists and Occupational Therapists. The team works with the customer to agree the goals and create a tailored programme to enable independence.

N.B Reablement operates across Essex, West Sussex and the London Boroughs of Havering, Barking and Dagenham. Essex is divided into 5 regions – Mid, West, North, South-East and South-West Essex.



Sensory services

ECL's sensory service supports people who are partially sighted, blind, hard of hearing, deaf or deafblind to live independently. It is the first point of contact for everyone needing sensory support in Essex and provides tailored rehabilitation and one to one specialist support.

Its expert sensory team assess what assistance each individual needs to live safely; creating personalised support plans to teach people how to live independently that include elements such as cane training, travel, and safety around the home.

ECL also provides help with accessing health appointments and gaining access to relevant guidance, information, and advice. Where appropriate, the team also signpost people to other organisations that can provide additional assistance. ECL manages all registrations for sight and hearing support on behalf of Essex County Council.

N.B The Sensory service only operates in Essex and has both commissioned and private pay customers.



Inclusive Employment

ECL's Inclusive Employment service supports adults with learning disabilities and/or autism to achieve their ambitions of obtaining paid and meaningful employment.

The expertise of the team supports each individual to achieve their end goal of paid employment by identifying their talents, skills, qualifications and interests; matching them to ECL's established network of partnership employers.

Every step of the individual's journey towards paid employment is supported by developing their CVs, arranging interviews and work trials, as well as work experience if required. The team provides on the job coaching for the employer and employee to maximise success.

N.B The 'IE' service currently only operates in Essex.



Older peoples services

ECL's day centres for older people offer a 'home from home' environment that facilitate friendship and community interaction to reduce social isolation. The centres offer a range of engaging activities designed to help maintain independence and encourage greater connection with the community. For those living with conditions associated with dementia including Alzheimer's or Parkinson's diseases, ECL day centres provide a safe space with a specially trained team to provide respite for the individual and their loved ones.

N.B The 'OP' service only operates in Essex and has 11 Day Centres.



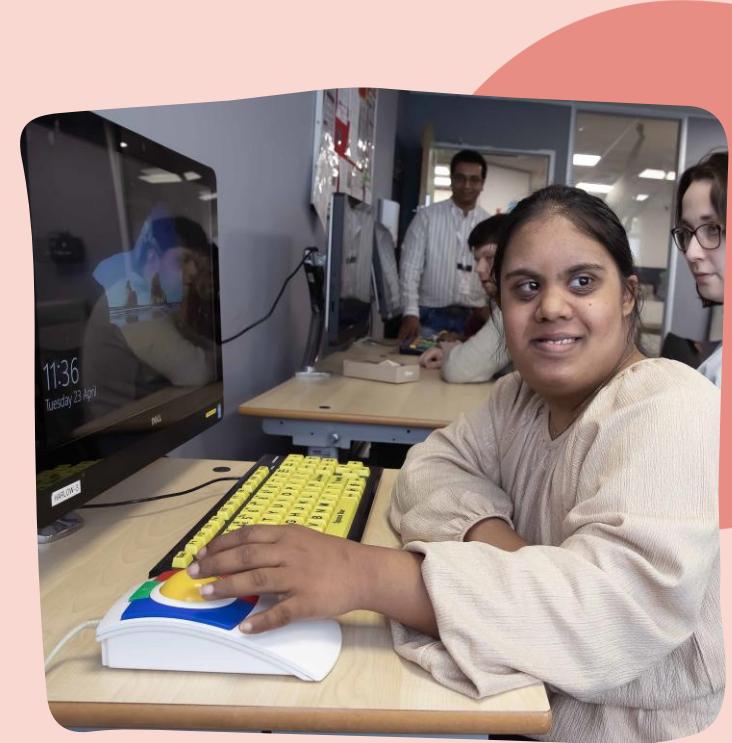
Learning disabilities and/or autism services

ECL offers a range of services for people over the age of 18 years with autism and all types of learning disabilities. At our day centres we work with individuals to create a personalised plan to work towards desired life goals.

- Extending learning upon leaving full-time education.
- Obtaining life skills
- Providing access to the community
- Working towards achieving paid employment.
- Provide opportunities for friendship and relationship building.

In addition to this, our centres provide specialist support for people with severe and profound learning disabilities including access to clinical therapists, a range of communication methods, support for complex health needs, specialist equipment and environments.

N.B The 'LD' service only operates in Essex and has 14 Day Centres.



Clinical services

ECL has an in-house clinical team which consists of clinical practitioners including Physiotherapists, Occupational Therapists, Speech and Language Therapists and Positive Behaviour Advisors, to provide specialist support to individuals.

The team works in conjunction with local NHS professionals, adult social care services and family members and/carers as part of a multidisciplinary approach to making sure each person using ECL services can do so as independently and as safely as possible.





Senior Leadership Team (SLT)

The Senior Leadership Team at ECL is made up of 4 Directors:



Learning and Development Team

Team

Head of Learning and Talent Development (Vacant)

Learning and Development Advisor x 5

Senior Learning and Development Advisor

Learning and Development Projects Lead

Learning and Development Administrator

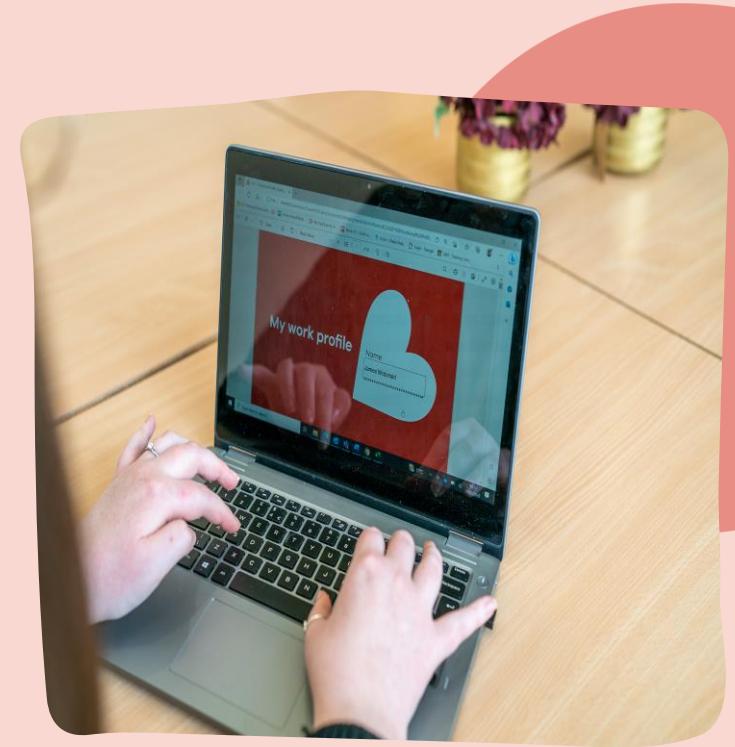
Location

ECL Training Centre

Ravensbourne Drive

Chelmsford

CM1 2SL



Job Description

Job Title: Head of Learning and Talent Development

Grade: Band G

Reports to: Director of People and Change

Role Responsibilities: Budget - £718k; Headcount – 7 direct reports plus Administrator

The Role

ECL's vision is transforming lives, empowering independence for all through care excellence. The Head of Learning and Talent Development will contribute to the delivery of ECL's business plan and people strategy. This role will oversee the development and delivery of the company's learning and talent development strategies and be responsible for the continuous development and implementation of learning and talent development resources, to facilitate both individual learning and business development. The role holder will be a key strategic partner to senior stakeholders ensuring that ECL's learning provisions align with both current and future ECL projects, business plans and strategies that drive and inspire success. The role requires a proactive approach to both long term strategic planning and short term adjustments to delivery as required.

Based at Chelmsford with occasional travel expected across Essex, West Sussex and future ECL operational areas depending upon business opportunity.

Job purpose

To work with the Director of People and Change, Head of HR and OD, and senior stakeholders to develop and deliver innovative learning and talent development strategies, working with system partners such as councils, NHS, and higher education institutions to deliver integrated learning and talent development opportunities.

To be responsible for the identification, development, and delivery of creative and innovative learning and organisational development solutions to the business and to provide analytical insight into future development needs.

To work closely with teams across ECL to effectively deliver learning and talent development opportunities that enable all of ECL's people to provide a high-quality service in their area of operations.

To continue the organisational shift from 'training' to 'learning', and ensure that our people have the right skills, competencies, values, and behaviours to deliver high quality services to the customers of ECL.

Job Description

Key Accountabilities

Lead the organisation to a high-performing, customer-centric culture through exemplar behaviour.

Lead employees in working flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where they sit within the organisation.

Ensure communication to senior management, colleagues, and other stakeholders in relation to the learning and talent development remit, roles & responsibilities, processes, and value are clear, targeted, appropriate, and understood.

Lead the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members.

Lead the generation of new business opportunities relating to learning and talent development to ensure achievement of ECL growth targets.

Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.

Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.

Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.

Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.



Job Description

Duties and Responsibilities

Leading the team

To lead the Learning and Development team in their delivery of learning and coaching sessions, ensuring they are supported to achieve high performance and have focused work plans, undertaking supervisions and supporting their professional development.

To act as a catalyst when learning needs are identified or skills gaps are raised to empower team members to address these via creating new learning opportunities, improving existing learning and/or enabling the team to be curious as to what the best solution could be.

Enable creativity and innovation throughout the team via a balance of learning delivery, internal stakeholder engagement and transformational project work in line with the People Strategy and our commitment to inclusion and accessibility.

Leading the service

Develop and implement a learning and talent development strategy that promotes and retains a highly motivated, well skilled, and flexible workforce.

Design and develop a talent development process for ECL.

Ensure the provision and delivery of bespoke and accredited learning achieves performance excellence and employee capability and confidence.

Partner with ECL services to combine professional and specialist knowledge, providing consultative support in relation to learning needs analysis, external standards and requirements including CQC requirements.

Responsible for the continued development and delivery of the ECL Company Induction, ensuring that all new starters to the company attend and achieve their role specific learning objectives, and experience an engaging and rewarding introduction to the company and to their role.

Implement and develop effective career pathways and succession planning outlining development opportunities to drive internal progression and mobility of ECL colleagues, starting with key roles that are hard to recruit to or where clarity is needed for internal progression routes.

To maintain responsibility for ECL's Apprenticeship Programme, ensuring that the Levy fund is effectively used to support both individual and business development needs, and that an internal application process is followed.

Ensure that all learning and organisational development interventions are quality assured and meet the requirements of all internal and external standards and practices, maintaining effective supplier management.

Job Description

Review the learning offer to ECL, ensuring value for money, meeting the needs of the business and excellent learner experience, and exploring which elements can be brought in-house for delivery.

Responsible for the development of policies and procedures relating to learning and talent development, ensuring they are implemented and understood throughout the organisation, participating in education sessions as and when necessary.

To review and continuously evaluate the function and its performance holistically and driving change as and when needed.

Adhere to ECL policy and processes when changing or introducing new initiatives and ensuring these align with existing contracts with commissioners and providers.

Systems and reporting

Create and seek to continuously improve systems to identify learning and development needs of ECL and implement strategies to facilitate the achievement of mid- and long-term business objectives.

Responsible for creating reports and providing analysis and insight at organisational, regional and team levels, ensuring quality and cost efficiencies of learning and development resources are considered and evidenced.

Create effective monitoring and detailed analysis of learning outcomes, using KPIs and workforce data as well as parallel narrative to help inform strategy and measure performance.

Overall responsibility for the management, development and reporting of statutory and mandatory training, ensuring accurate recording, and updating of information and systems and effective analysis and reporting of training data to inform future planning and evidence annual budget requirements and adjustments.

Create and manage the Learning and Talent Development budget, including gathering qualitative data and researching internal requirements to forecast future spend requirements, setting annual budget, mid-year review and seeking external funding to support the L&D budget.

Co-responsibility for the ECL Learning building (Ravensbourne) in terms of health and safety requirements and incident reporting and investigation on site, working with the Facilities Management team.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person Specification

Key Skills and Competence

Extensive knowledge and practical understanding of current and possible future best practice in adult learning and talent development

A comprehensive working knowledge and experience of a wide range of models, concepts and diagnostic tools for the design, development, delivery, and evaluation of learning

Ability to collate, analyse and interpret data and forecast future trends

Ability to design and implement new learning initiatives, and deliver engagement sessions with stakeholders or learners

Strong ability to build and maintain effective relationships with managers, stakeholders and partners

Highly computer and systems literate including e-learning authoring, advanced Excel skills and other MS products

Financial management using data-driven analysis and effective forecasting to ensure value for money and an appropriate balance between cost and benefit is achieved that drives both ECL, and HR, business objectives

Strong understanding of using apprenticeships to further business aims

Education and qualification

Member of CIPD / professional qualification in Learning and Development or demonstrable experience

Accreditation in one or more of the following: Insights Discovery Practitioner, Hogan Profiles, Clifton Strengths or equivalent

Evidence of Continuous Professional Development

Skills and Experience (all essential)

Experience in managing a team of learning professionals

Experience of managing a Learning Management System

Experience managing an annual budget cycle

Experience of identifying, procuring and managing third party suppliers including negotiating and influencing to achieve desired outcomes

Experience of maximising the use of the Apprenticeship Levy

Values and Behaviours

Act calmly in high risk / pressured situations, tactful, determined, quick thinking, but methodical and consistent

Ability to work under pressure





About the role

Salary	£66,625 - £75,000 per annum
Location	Chelmsford (with occasional travel)
Annual Leave	27 days per year plus Bank Holidays
Additional Benefits	Enhanced contributory pension scheme up to 6% Annual salary reviews and performance-related bonus Healthcare support scheme Employee Assistance Programme to support your wellbeing 45p per mile when travelling between sites



Application Process

We hope you will consider making an application.

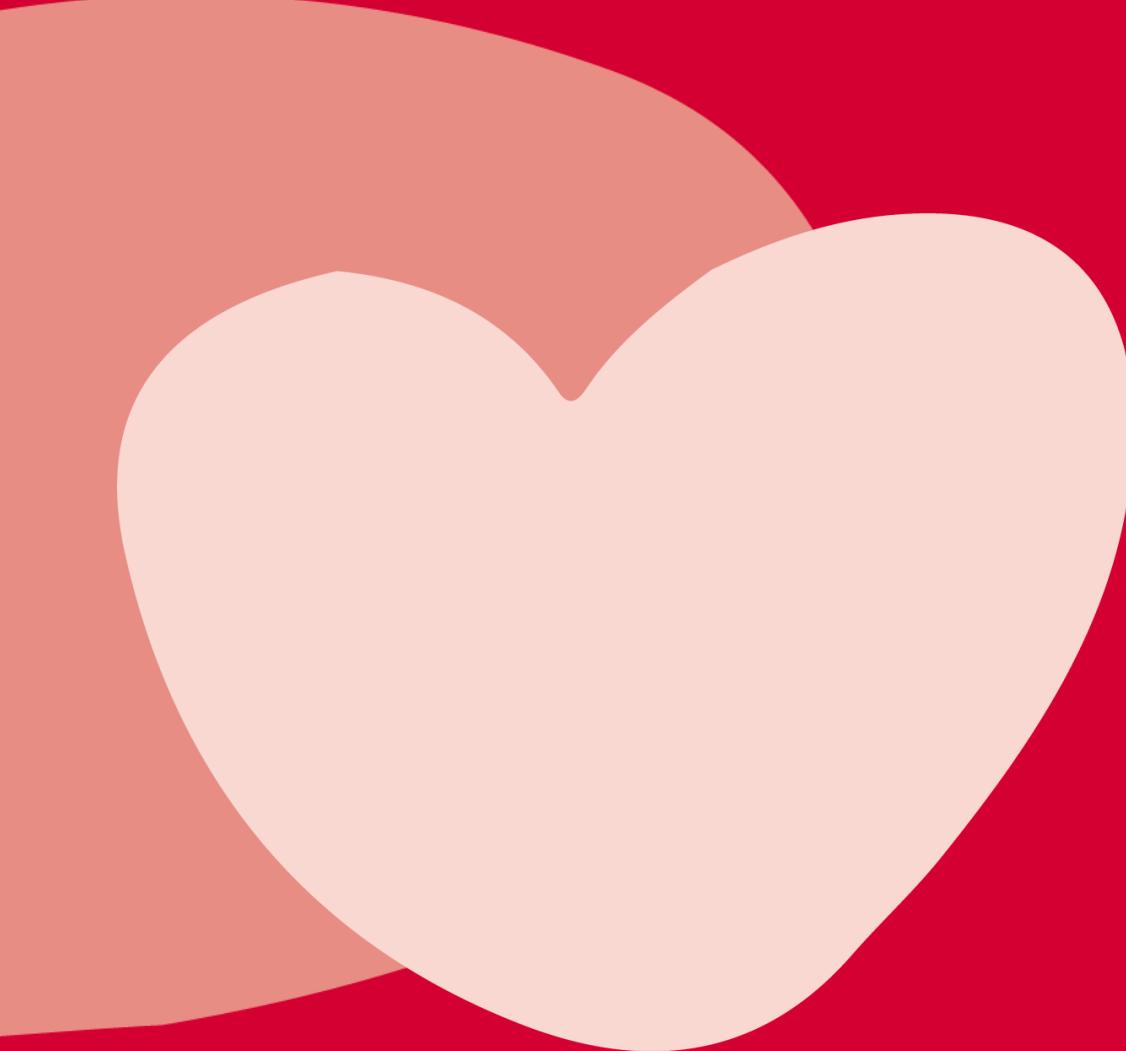
To make an application upload the following

- CV
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria

Closing date: **Wednesday 21st January 2026**

Preliminary telephone interviews: **w/c 26th January 2026**

Final Panel interviews: **4th February 2026**



Questions?

Please email
Clare.Lacey@Essexcares.org

Or call 03330 139921