

Health & Independent Living Support (HILS)

HILS is a charitable social enterprise established in 2007. HILS employs around 400 people and supports approximately 18,000 older and disabled people each year across Hertfordshire, Hampshire and West Sussex. HILS delivers preventative, community-based services that enable people to remain healthy, independent and living well in their own homes.

Over the period 2026-2031, HILS is pursuing responsible growth to increase social impact, strengthen organisational sustainability and improve the lives of the people it supports. The 2026-28 Business Plan makes organisational agility, people and culture its fifth priority: leadership capacity for change at scale, and a values-led culture that holds through growth. The Talent and Development Lead is the specialist role that builds that capability.

Role summary

The Talent and Development Lead is a specialist role within HILS' People and Culture Team, reporting to the Director of People. The postholder owns learning, capability and compliance training across HILS, acting as a people partner to every service on training and development.

The postholder builds and runs the training infrastructure HILS does not yet have: a SharePoint training site and a single training database that shows who has completed what and when it is due, with Rippling's training functionality set up and configured as part of the wider platform build-out. The postholder owns the mandatory and compliance training cycle from policy through procedure, training, monitoring and audit; delivers the HILS leadership pathway alongside the People Partner and external partners; and leads the safeguarding hub, the training, competence checks and practice sampling that make sure every colleague can recognise and act on a safeguarding concern.

Working closely with the Heads of Service, the People and Compliance Officer, the People Partner and external training providers, the postholder will turn HILS' policies into consistent practice across 12 sites and three counties.

Role outcomes and values

Every role and individual in HILS has a vital contribution to make to achieving HILS' charitable purposes and social and enterprise outcomes (the difference that we want to make in a financially sustainable way). Everyone is expected to share and act on HILS' values in relation to colleagues, clients, and other people and organisations that we meet in our work.

Outcomes

- One training database and SharePoint training site, showing completion and due dates for every colleague, with Rippling training functionality configured and in use.
- Mandatory and compliance training at or above the agreed completion target across all sites, with no colleague overdue for more than 30 days without a plan.
- The policy, procedure, training, monitoring, audit cycle running for every compliance area, with no conflicting policy versions in circulation.
- A defined HILS leadership baseline, with the leadership bootcamp, Serving to Lead and the compassionate leadership course delivered and completion tracked.
- A safeguarding hub that trains, checks competence, samples practice and links to the incident log and client safeguarding records, with findings reported to the Director of People and the Executive Team.
- A capability and succession map for existing teams, not only leaders.

Values

- We are caring and compassionate.
- We act with integrity.
- We go above and beyond.

Responsibilities

Training Infrastructure and Records

- Design, build and run the SharePoint training site and the training database for records and completion, replacing the current spread of legacy records, provider reports and spreadsheets.
- Set up and configure Rippling's training functionality as part of the platform build-out, working with the Development and Transformation Team; keep training records accurate and current.
- Monitor completion of mandatory training, issue reminders, and produce completion reports by site, service and role for managers, the Director of People, the Executive Team and the Board.
- Coordinate and deliver induction training for new starters with the Talent Acquisition Lead, so that mandatory training is allocated and completed within probation.
- Coordinate training requests, raise purchase orders, liaise with providers, manage invoices, and apply for training grants and funding.

Mandatory and Compliance Training

- Own the policy, procedure, training, monitoring, audit cycle for compliance training, working with the Director of People as policy owner: when a policy changes, the procedure, the training, the completion monitoring and the audit change with it.
- Maintain the mandatory training matrix by role: safeguarding adults, food safety and allergens, health and safety, manual handling, fire safety, first aid, data protection, infection control, driving and fleet, equality and inclusion, and any service-specific requirements.
- Organise internal and external compliance courses (for example First Aid, Food Safety, Health and Safety) and administer online training through the British Safety Council and other providers.
- Audit training compliance against the Core Senior Team compliance framework with the People and Compliance Officer, and report gaps and actions to the Director of People.
- Design and deliver the mandatory all-staff culture and readiness training agreed by the Executive Team, with completion tracked in the training database.

Safeguarding Hub

- Lead the safeguarding hub: the single place where safeguarding training, competence, guidance and learning from cases come together.
- Deliver and refresh safeguarding adults training for every role, including shift leaders and informal frontline leaders, with level-appropriate content for managers and the Executive Team.
- Run competence checks (scenario-based assessments and observed practice) so that training completion is matched by the ability to recognise and act on a concern.
- Carry out referral-form sampling with the Heads of Service: random checks that referral forms are completed with first-hand knowledge, with feedback to the teams concerned.
- Turn the lessons from safeguarding cases, colleague incidents and client safeguarding records into guidance and training updates.

- Report safeguarding hub findings to the Director of People and the Executive Team; where safeguarding lead responsibility and policy ownership sit is under review and will be confirmed separately.

Leadership Pathway

- Define the HILS leadership baseline (what every leader at HILS is expected to know and do), drawing on servant leadership, the Skills for Care Leadership Qualities Framework, the Nolan Principles and HILS' own leadership principles.
- Deliver the leadership bootcamp with the People Partner for every cohort, as step one of the pathway for Senior Team, Leadership Team and shift leaders.
- Co-facilitate the Serving to Lead programme for the Leadership Team and support the compassionate leadership course delivered by external partners for the Executive Team and Heads of Service.
- Build the ambassador model so that leaders who complete the programme drive the culture in their teams, and track completion and impact in the training database.
- Align the pathway with the performance management approach and probation goal-setting.

Capability, Talent and Succession

- Undertake regular training needs analyses across departments and sites to identify skills gaps and learning priorities.
- Map skills and capability across existing teams, not only leaders, and build succession and development plans with managers.
- Design, develop and deliver engaging learning using face-to-face, digital and blended methods, including online modules and AI-assisted content for refresher training.
- Support the People Apprentice and Business Support Administrator Apprentice programmes with the training provider, and support CIPD Level 5 development for the People Partner.
- Evaluate training effectiveness and feedback, and report on impact, not only attendance.

Additional Duties

- Ensure that work is carried out in accordance with HILS' values, equality aims, policies and procedures.
- Participate in and contribute to organizational and team meetings as required.
- Undertake other duties appropriate to the role as required, with complete discretion and a high regard for confidentiality.

Important note:

This is not a complete statement of all duties and responsibilities of this post. The Talent and Development Lead may be required to carry out other duties as directed by the Director of People and other members of the Leadership Team, the responsibility level of which should not exceed those outlined above.

Location, expectations, and commitments

- Permanent
- Full-time
- Salary – up to £33,000 per annum (Level 2, Specialist grade), in line with HILS' Pay Policy
- Hours – 37.5 per week, Monday to Friday
- Location – Based at the Letchworth site (SG6 1HB), with regular travel to HILS sites across Hertfordshire, Hampshire and West Sussex to deliver training and sample practice; mileage will be paid

- Additional requirements:
 - Flexibility – occasional early, evening or weekend delivery to reach shift-based teams, with time off in lieu in line with HILS' TOIL policy
 - Checks – satisfactory enhanced DBS check and the right to work in the UK
 - Confidentiality – the postholder handles sensitive personal information and must always respect confidentiality and data protection policies
- No line management responsibility
- Reports to the Director of People.

Candidate requirements

Qualifications and Experience

- CIPD Level 3 in Learning and Development, a recognised teaching or training qualification, or equivalent experience.
- Experience designing and delivering both face-to-face and digital training, including to frontline, shift-based teams.
- Experience running mandatory or compliance training in a regulated or care setting, including completion monitoring and audit.
- Safeguarding adults training experience, a recognised safeguarding trainer qualification, or the commitment to gain one within six months.
- Desirable: experience in a charity, social enterprise, health or adult social care organisation; experience delivering leadership development or coaching; experience with apprenticeship programmes and training funding.

Knowledge and Skills

- Strong knowledge of eLearning platforms, learning management systems and content creation tools; confident with SharePoint and HR systems, and able to set up training functionality in a system such as Rippling.
- Able to analyse data and produce clear reports for senior audiences.
- Excellent facilitation, project management and organisational skills; able to work autonomously across multiple sites.
- Desirable: knowledge of the Skills for Care frameworks; experience with AI-assisted content tools for training.

Personal Attributes

- Ability to form effective, positive working relationships across the organisation and with external partners.
- Ability to work alone and as part of a team, on own initiative, managing own workload.
- Reliable and dedicated, with good listening skills and a coaching approach.
- Demonstration of HILS' values and empathy with HILS' charitable purposes and its work with older and vulnerable clients.

Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability, or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers, and suppliers by members of our current workforce.