

<b>Title:</b>	Learning and Development Officer
<b>Contract type:</b>	Permanent
<b>Location:</b>	Flexible: Remote or Hybrid (London Head Office) based (Hybrid based staff are required to attend Head office at least 2 days per week).
<b>Hours:</b>	35 hours per week
<b>Starting Salary :</b>	£32,319 or £36,754 depending on location
<b>Closing Date:</b>	8.00 am Tuesday 21 <sup>st</sup> April 2026
<b>Interview Date</b>	We intend to interview on 27 <sup>th</sup> April 2026 , in person in our London Office

## 1. Introduction

Thank you for your interest in this post. This pack will give you some more information about the role and how you can apply. Please feel free to contact us if anything is not clear or you have further questions.

Homeless Link is the national membership charity for frontline homelessness agencies and the wider housing with health, care and support sector in England. With more than 750 members, we work to improve services and campaign for policy change that will help end homelessness and ensure that everyone has a place to call home and the support they need to keep it.

We provide specialist learning and development services to help create a thriving workforce now and into the future, that has the skills and knowledge to provide professional and consistent support to people experiencing homelessness. As part of this we offer a sector-specific online recruitment platform, the National Homelessness Skills Framework as well as specialist learning programmes to help staff working in homelessness focus on their personal development and to help those new to the sector identify their future career path.

We want to build on this. And this role will support the development and delivery of a series of programmes that promote the homelessness sector as a meaningful and long-term career destination as well as developing the leadership of the sector.

This is a full-time, permanent post and will sit within Homeless Link's National Workforce Development Team based in London, but the post is flexible and home working will be accepted.

We are actively seeking to increase diversity within our organisation and would greatly welcome applications from people with lived experience of homelessness, from a black or minority ethnic background and/or with a disability.

Thank you for your interest, and I look forward to receiving your application.

**Kate Alaway,**  
**Head of National Workforce Development**

# 1. Job Profile

## Role Description

### PURPOSE

This role will support the management, development and delivery of several specialist learning and development services. This includes a recognised leadership programme that provides leaders and future leaders in the homelessness sector with the skills, networks and knowledge they need to succeed. It also includes a series of new programmes that will be created to address current recruitment challenges, including a new structured career development programme, a Workforce Ambassador programme to establish partnerships and clear routes from pre-employment to paid roles, the development of guidance on recruiting and managing volunteers and work to expand a centralised hub used to support recruitment across the homelessness sector.

To support us with this, we are looking to appoint a Learning and Development Officer who will support the development and delivery of these programmes, helping to ensure their quality, relevance and smooth running.

### ACCOUNTABILITY

The post holder is a member of the National Workforce Development Team and will report to the Senior Learning and Development Manager.

### LOCATION

The post can be office or home based but will be required to attend meetings in London each month.

### RESPONSIBILITIES

#### Programme delivery

- Supporting the delivery of a suite of leadership programmes by processing enquiries and applications, scheduling of cohorts, course co-ordination and facilitation of some sessions.
- Supporting the delivery of a new structured career development programme called Future Foundations to develop those new to the sector and build their knowledge, skills, and confidence for a career in homelessness.
- Support for marketing activity across our leadership programmes and Future Foundations.

#### Programme development

- Supporting strategic decisions about the leadership programmes by analysing data, reviewing and interpreting participant feedback and providing other evidence-based input.
- Supporting the development and running of Future Foundations.

- Developing resources and guidance that help create routes from pre-employment to paid roles as part of the Workforce Ambassador Programme
- Support the development of resources on the candidate and employer hubs within the online recruitment platform
- Support the development of guidance and resources to help recruit and train staff and volunteers

### General

- Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs
- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive
- All members of staff are required to operate in accordance with Homeless Link's values, policies and procedures

## Person specification

### QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

#### Essential

- Effective project management skills with the ability to prioritise and manage deadlines and work across multiple workstreams at the same time
- Excellent problem solving and time management skills
- Excellent written communication skills, with an ability to communicate clearly and concisely
- Keen attention to detail

#### Desirable

- Knowledge of homelessness and/or supported housing
- Understanding of the needs of individuals experiencing homelessness and of voluntary organisations and local authorities providing services to them

### EXPERIENCE AND TRACK RECORD

#### Essential

- Experience in a customer-facing role, building and maintaining successful customer relationships

#### Desirable

- Experience of working in the homelessness sector
- Experience of working in the education or learning and development sectors.
- Experience of administering learning and development programmes

### GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

#### Essential

- Willingness and ability to work outside normal office hours.
- Willingness and ability to operate in accordance with the values and policies of Homeless Link.
- Willingness and ability to work flexibly in response to changing organisational requirements.
- Commitment to bring into the work the views, needs and voices of people with direct experience of homelessness.

#### Desirable

- A sound understanding of the causes, consequences and solutions to homelessness based on direct experience.

## Key Competencies

### Summary of Core Competencies

Personal Contribution	Working with Others	Organisational Contribution
<b>Personal Effectiveness:</b> Demonstrating effective working practices, striving to deliver high performance	<b>Teamwork:</b> Working cooperatively, building and nurturing strong relationships within and outside the organisation.	<b>Resource and Project Management:</b> Achieving results through efficient and effective management of projects and resources.
<b>Effective Communication:</b> Demonstrates ability to communicate concisely, accurately and persuasively verbally and in writing with a range of audiences	<b>Stakeholder Focus:</b> Identifying, understanding and striving to exceed the needs of all stakeholders.	<b>Entrepreneurial and Innovative Thinking:</b> Generating and developing imaginative and innovative solutions and opportunities.

### Explanation of terms used

- **Role description:** gives details of the duties of the post. Use this as a guide to decide whether you think the job would suit you.
- **Person specification:** lists the criteria, which will be used to assess your application and covers the qualifications, specialist knowledge, experience, and track record that we are looking for.
- **Key competencies:** these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

## 2. Employee Benefits

Salary Scales for Learning and Development Officer

Hybrid (Head Office Based): £36,754 - £39,786

Remote Based: £32,319 - £34,983

It is our policy to appoint at the first point of the salary scale.

[Follow this link for more information about working for Homeless Link](#)

## 3. How to apply

### **Sending in your application**

Please provide your CV with a covering letter explaining how you meet the requirements in the person specification and send to: [recruitment@homelesslink.org.uk](mailto:recruitment@homelesslink.org.uk)

It would also be helpful if you would complete our online [EDI monitoring form](#) it really helps us monitor the effectiveness of our Recruitment Procedures

The closing date is at 8.00 am Tuesday, 27<sup>th</sup> April 2026. Applications received after the published closing date will not be considered.

We plan to hold in-person interviews at our Head Office on 27<sup>th</sup> April 2026

For any queries about the post, please email [recruitment@homelesslink.org.uk](mailto:recruitment@homelesslink.org.uk)

### **Supporting people with disabilities**

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you require support, modifications, adjustments, or special equipment to assist you with the recruitment process. We will contact you to discuss your requirements further.

### **Supporting people with experience of homelessness**

As part of Homeless Link's commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness.