

Job Description

Job title:	Training and Compliance Lead
Reports to:	Senior Organisational Development Business Partner
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

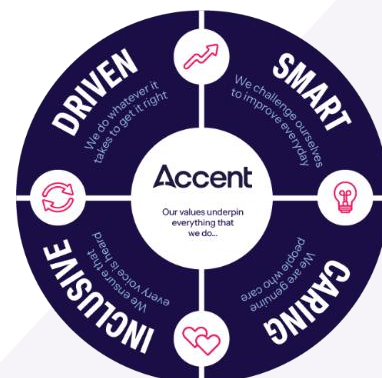
As the Training and Compliance Lead, you play a pivotal role in ensuring colleagues have the knowledge, skills, confidence and competence required to deliver excellent services to customers and communities. You will lead the organisation's approach to training, capability development, compliance learning and assurance, creating a culture where learning supports performance, safety and continuous improvement.

This is a highly visible role that combines strategic leadership with operational delivery. You will work closely with stakeholders across the organisation while maintaining a hands-on approach to planning, coordinating, delivering and assuring learning activity. Through effective governance and reporting, you will ensure Accent remains compliant, future-focused and equipped to meet changing organisational and regulatory requirements.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate our values by ensuring learning and development activities enable colleagues to perform at their best and deliver positive outcomes for customers. You will be Smart by using data, insight and evidence to identify capability needs, monitor compliance and drive informed decisions. You will be Driven by leading organisational improvement and ensuring learning interventions achieve measurable impact. You will be Caring and inclusive by supporting colleagues throughout their development journey, creating opportunities for growth and ensuring learning opportunities are accessible and supportive of diverse colleague needs.



Key Responsibilities and Duties

Training and Capability

- Lead and coordinate Accent's training and capability strategy, ensuring learning and development activity aligns with organisational priorities, workforce needs and future capability requirements.
- Oversee colleague learning throughout the employee lifecycle, including onboarding, induction, role-specific development and ongoing professional growth, ensuring colleagues have the knowledge, skills and confidence to perform effectively.
- Design, commission, deliver and continuously improve learning solutions, using insight, feedback and performance data to maximise organisational capability and learning impact.

Compliance Training

- Lead the organisation's approach to mandatory, statutory and regulatory training, ensuring colleagues complete required learning and remain compliant with organisational, legal and regulatory standards.
- Maintain oversight of compliance training frameworks, learning pathways and training records, identifying risks, gaps and emerging requirements and implementing appropriate actions.
- Support organisational readiness for new systems, processes and regulatory requirements through effective training, communication and stakeholder engagement.

Assurance, Competence & Reporting

- Develop and maintain robust assurance and competence frameworks that provide confidence colleagues are appropriately trained, competent and compliant to undertake their roles safely and effectively.
- Monitor, analyse and report on organisational training, competence and compliance performance, providing clear insight, assurance and recommendations to leaders and governance groups.
- Lead audit, quality assurance and regulatory evidence activities, ensuring accurate records are maintained and the organisation can demonstrate workforce capability, compliance and readiness for internal and external scrutiny
- Lead the organisation-wide scheduling, coordination and governance of learning and development activity, ensuring programmes are planned, prioritised and delivered efficiently to meet organisational, regulatory and business needs.

The must haves:

- Experience of leading capability, learning, compliance, training or professionalisation programmes.
- Experience of developing and implementing capability frameworks, competence standards or workforce development initiatives.
- Experience of compliance, assurance, governance or regulatory training environments.
- Experience of analysing data, identifying trends and producing reports for senior leaders.
- Strong stakeholder management and influencing skills, with the ability to work effectively across all levels of the organisation.
- Experience of designing and implementing processes, frameworks and governance arrangements.
- Strong organisational skills with the ability to manage multiple priorities and deliver outcomes.
- Ability to translate regulatory or organisational requirements into practical capability solutions.
- Excellent communication skills, with the ability to present information clearly to a range of audiences.
- A willingness and ability to operate both strategically and operationally, combining long-term planning and organisational thinking with hands-on delivery and implementation.
- Experience of design and delivery of learning solutions.

The added extras:

- Knowledge of the Competence and Conduct Standard or housing sector professionalisation requirements.
- Experience of workforce skills planning and capability assessment.
- Experience of learning governance, training assurance or audit activity.
- Experience of developing Role Skills Profiles, competence frameworks or qualification pathways.
- Experience of working within a regulated environment.
- Knowledge of learning management systems and learning analytics.
- Experience of supporting external audits, inspections or regulatory reviews.
- Relevant professional qualification in Learning & Development, Organisational Development, Housing, HR or a related discipline.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.