Job Description

Job title:	Organisational Development and Capability Specialist
Reports to:	Senior Organisational Development Business Partner
Responsible for:	No line manager experience

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 OD and Capability Specialist you play a pivotal role in supporting Accent's organisational development, capability and learning agenda.
Working closely with the Lead OD Business Partner, Systems Trainer and Training & Compliance Lead, you will support the design, delivery and evaluation of learning, organisational development and capability initiatives that help colleagues develop the skills, knowledge and confidence they need to succeed.

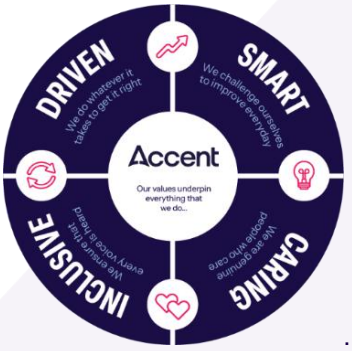
The role combines learning needs analysis, learning delivery, systems training, learning design, capability insight and wellbeing support. You will create engaging learning resources, deliver systems training, support organisational development programmes, analyse capability data and contribute to initiatives that enhance colleague wellbeing and organisational effectiveness.

You will help ensure colleagues have access to high-quality learning opportunities, practical development resources and effective support as Accent continues to evolve. Through your work, you will contribute to building a culture of continuous improvement, learning and development, helping colleagues deliver excellent outcomes for customers and communities.

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.



Created Jun 2026

Key Responsibilities and Duties

- Conduct learning needs analysis to identify capability requirements and support organisational priorities.
- Design, develop and maintain engaging learning materials, digital content, toolkits, guides and learning pathways to support colleague development, organisational change and systems training.
- Deliver systems training and support colleagues in the adoption of new systems, processes and ways of working.
- Develop and maintain user guides, training resources and support materials in partnership with system subject matter experts.
- Support technology rollouts through training delivery, floorwalking and ongoing colleague support.
- Deliver and support organisational development programmes, workshops, colleague development initiatives and engagement activities.
- Build effective relationships across the organisation and act as a key contact for learning, development and organisational development support.
- Gather, analyse and report on learning and capability data, providing insight to inform decision-making and continuous improvement.
- Support skills audits, workforce qualification audits, compliance reporting and capability assurance activities.
- Coordinate and support wellbeing initiatives, including the Wellbeing Champions network, campaigns, events, resources and communications.
- Promote wellbeing services, colleague benefits and support available across the organisation.
- Contribute to the continuous improvement of learning, organisational development and capability processes, ensuring compliance with organisational policies and regulatory requirements.

The must haves:

- Experience of learning and development, organisational development, training delivery or capability development.
- Experience of designing learning resources, digital content or e-learning solutions.
- Strong communication, facilitation and stakeholder management skills.
- Experience of gathering, analysing and presenting data and insights.
- Strong organisational skills with the ability to manage multiple priorities.
- Ability to build effective relationships and work collaboratively across teams.
- Experience of supporting learning, capability, wellbeing or organisational development initiatives.

The added extras:

- Experience of systems training or digital adoption activities.
- Experience of using e-learning authoring tools such as Articulate, Rise or similar platforms.
- Experience of supporting organisational change or transformation initiatives.
- Experience of creating video-based learning content using platforms such as Synthesia or similar.
- Knowledge of learning evaluation methodologies and learning analytics.

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.