

Learning & Culture Partner

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of our services, and we use our size to influence positive change in the areas where we operate.

But it's also about living our values and all colleagues will be expected to demonstrate a commitment to our values through their behaviours on a daily. As a valued member of the Southern Housing Team, you will embrace our Southern Housing Group Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate these values by:

- You'll be authentic and open & transparent in your actions and words
- You'll have the belief that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- You'll take responsibility for delivering excellence and own your own actions.
- You'll embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- You'll do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Head of Learning, you'll enhance individual, team and organisational effectiveness through creative, experiential and effective cultural, learning and organisational development interventions. You'll play a crucial role in supporting the embedding of the culture at Southern Housing. You'll liaise directly with stakeholders to diagnose, design, deliver and lead on learning, OD and culture solutions. Work closely with the wider L&C and people team to ensure effective delivery of learning solutions.

The location

You'll be based at one of our main offices in either Farringdon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Partnering and working collaboratively with internal stakeholders, Subject Matter Experts and groups across Southern Housing to interrogate individual, team and organisational cultural needs and co-creating appropriate interventions
- Partnering with professional / specialist teams across the business to diagnose, develop & design solutions that facilitate organisational behaviour change, continually reinforcing and embedding our culture and HEART Values into all people related processes, procedures and practices
- Facilitating culturally aligned solutions to reinforce and build understanding for colleagues of the Golden Thread
- Partnering with the transformation and change teams to identify and deliver integrated support for change and transformation programmes that are aligned to our culture and build sustainable capability and confidence
- Owning the Culture Calendar, ensuring all activity is featured and accessible to all colleagues. Developing and implementing other promotional material and communication plans to support ongoing cultural and learning embedding
- Working closely with the People teams to support EDI, wellbeing and other learning activity, designing, delivering and evaluating as required
- Partnering with managers and relevant stakeholders to support effective collaborative team working, diagnosing team issues/challenges and co-creating solutions with managers and teams to build long term sustainable solutions and manager capability
- Supporting the Director of Learning & Culture deliver cultural engagement activity including solutions to support outcomes of engagement surveys, facilitating focus groups etc.
- Supporting the delivery and embedding of the talent strategy working closely with the Professional Development Manager and People Business Partners
- Coaching, mentoring, developing and supporting colleagues, teams and managers to grow their skills to maximise their potential and understand the self-driven learning approach
- Working closely with the Director of L&C, Head of Learning, Subject Matter Experts, managers and specialist groups to diagnose, design and deliver learning solutions that meet compliance & statutory requirements that are effective and appropriate for roles and levels, inc, inductions and other organisational learning programmes
- Ensuring all learning and cultural solutions build knowledge, skills and behaviours effectively. The solutions will be innovative, creative and designed to grow a mature learning culture
- Supporting the development of content on offer via the learning platform
- Commissioning external providers and partnering to co-create learning and cultural solutions that meet business needs and ensuring maximum value for money
- Being an ambassador for learning and culture across Southern Housing

What you'll need:

- Proven track-record in developing cultural and learning solutions that engage and build capability and confidence that align to organisational objectives and purpose
- Understanding of the creation and embedding of culture, values and behaviours
- Great diagnostic and cultural and learning needs analysis skills

- Understanding and demonstrable experience of methods to achieve sustainable behaviour change
- Great stakeholder engagement, interpersonal, influencing and relationship building skills
- Ability to develop insight into services and organisational culture quickly and integrate into learning and culture activity
- Relevant recognised qualification in coaching and/or coaching and mentoring at Level 5 or above
- Ability to use coaching techniques to develop and grow capability in others
- Commitment to using blended learning approach and developing a mature learning organisation
- Ability to use a wide range of techniques that deliver effective learning and culture activity in the most appropriate way
- Experience of commissioning, procurement, contracting and associated budget management
- A learning and development related qualification that equips you to design, develop and deliver blended learning solutions or proven equivalent experience
- Ability and commitment to travel regularly to all Southern Housing locations
- Existing or willingness to develop people management skills, a commitment to delivering excellence through others and nurturing a collaborative one team working approach. See below management indicators:
 - Giving effective feedback on performance
 - Developing and promoting a culture of continuous learning for performance improvement
 - Dealing effectively with under performance
 - Using a coaching style of management that empowers, develops capability and capacity in others
 - Using delegation as a learning tool and opportunity
 - Taking ownership of the induction and probation reviews for new colleagues
 - Employing people management strategies that provide stability in people resources, supports wellbeing and develops talent for the future
 - Recognising and celebrating great performance and promoting this practice in others
 - Adapts style to ensure everyone's able to perform at their best, feels included & valued.

No role profile covers every task / work requirement that may arise. Reasonable flexibility is required of all colleagues in carrying out work tasks, projects and in the way the role is delivered.

LT Directorate:	Learning & Culture
No. of Direct Reports:	2
Location/Regions covered by this role:	All Southern Housing locations (and other locations, as needed)
Last updated:	October 2026