



The Women's Centre Cornwall

JOB DESCRIPTION

TITLE OF POST:	Learning & Development Manager
RESPONSIBLE TO:	Head of HR & Compliance
RESPONSIBLE FOR:	Learning & Development Advisors; coordination of the staff trainer pool
HOURS:	30 Hours per week (Mon-Fri)
SALARY:	£33,642 - £36,941 per annum

GENERAL

The Women's Centre Cornwall (TWCC) is a charity with over 30 years' experience supporting women and girls living with the impact of domestic and sexual abuse. Growing from its early roots as a Rape Crisis Centre, it is now an innovative, award-winning feminist organisation providing a wide range of services for women and girls in our communities.

Our work with survivors of sexual and domestic violence is our core specialism, underpinned by our belief that there can be no real gender equality without a complete cessation of violence against women. Alongside this, we provide a range of community-based services across Cornwall and support women with experience of the criminal justice system across Cornwall, Devon, Dorset and HMP Eastwood Park.

We have a strong commitment to development and progression for our staff and volunteers and are a registered OCN centre.

ROLE PURPOSE

To lead TWCC's learning, development and workforce capability activity, ensuring staff and volunteers have the knowledge, skills, confidence and development opportunities required to deliver high-quality, trauma-responsive and values-led work.

Alongside developing and maintaining existing training and volunteer activities, the postholder will lead on developing a management progression programme including training, coaching and Action Learning.

KEY RESPONSIBILITIES

Workforce development and organisational learning

- Lead the annual organisational Learning Needs Analysis and develop a Workforce Development Plan aligned with TWCC's strategy, service-quality learning, workforce needs and emerging priorities.
- Work with Heads and managers to identify current and future capability needs and translate them into practical learning and development activity.
- Ensure learning arising from safeguarding, quality assurance, incidents, reviews, evaluation and lived experience is reflected in workforce development priorities.
- Monitor delivery of the Workforce Development Plan and evaluate whether learning is improving confidence, competence, and workplace practice.
- Work with subject specialists to develop high-quality, accessible learning resources and sessions that reflect current evidence and practice.
- Contribute to succession planning, career development and progression pathways across TWCC.

Internal learning and management development

- Coordinate TWCC's internal learning and CPD programme, ensuring mandatory and role-specific learning requirements are clear and monitored.
- Support development of apprenticeships, accredited qualifications and other structured learning routes that strengthen organisational capability and progression.
- Ensure learning opportunities are equitable and accessible for staff with different roles, working patterns, locations and learning needs.
- Keep abreast of relevant developments in adult learning, workforce development and trauma-responsive learning practice.
- Design and maintain a structured management-development programme aligned with TWCC's Leadership Framework and values.
- Contribute to succession planning, career development and progression pathways across TWCC.
- Develop coaching capability and coordinate coaching and Action Learning Sets across the organisation.

Staff trainer pool and external professional training

- Develop and coordinate a skilled pool of staff to deliver internal and external training,
- Coordinate appropriately skilled practitioners and subject specialists to deliver external professional training, including GP and health-sector training where commissioned or agreed.
- Work with the Head of Services and relevant specialists to ensure training reflects current service pathways, safeguarding expectations and specialist practice.
- Work with the Head of Development to continue to strategically grow external training as a source of income and influence.
- Evaluate external training using feedback and observations.

Volunteer learning, development and progression

- Lead a consistent organisational approach to volunteer recruitment, induction, training and ongoing development through the Learning & Development Advisors.
- Ensure volunteers receive appropriate information, advice and guidance to progress into further training, education, employment or other volunteering.
- Develop relationships with education, training, employment and accreditation providers and support access to qualifications where appropriate.
- Promote progression opportunities within TWCC, including for women with lived experience, while ensuring recruitment remains fair and transparent.

Learning quality

- Lead on TWCC's relationship with accrediting bodies ensuring that all policies, procedures and internal verification activities are robust and compliant.
- Maintain clear quality standards for training design, delivery, resources and evaluation and ensure learning records are complete and reliable.
- Use feedback, observation and evidence of workplace impact to improve learning rather than relying solely on attendance or satisfaction measures.

Leadership and collaboration

- Line manage, support and develop the three Learning & Development Advisors, setting clear priorities and enabling them to build confidence and expertise.
- Work closely with the Head of HR & Compliance, Head of Services, Programmes & Activities Lead, Impact & Evaluation colleagues and managers across TWCC.
- Create psychologically safe learning environments in which people can reflect upon their practice, ask questions and learn from mistakes, nurturing a learning culture within TWCC.
- Manage resources responsibly and identify learning and workforce-capability risks, escalating material concerns to the Head of HR & Compliance.

LEADERSHIP AT TWCC

Leadership competencies

As a manager, this role is expected to demonstrate the following leadership competencies in TWCC's Leadership Framework.

Strategic Service Development

Translates organisational priorities into clear plans for the function, identifies opportunities to improve systems and ways of working, and approaches change constructively and with a clear sense of purpose.

People Leadership & Culture	Provides clear, fair and supportive management, develops others through coaching and feedback, delegates appropriately and creates an inclusive, psychologically safe team culture.
Values-Driven Quality & Compliance	Maintains high standards, uses evidence and feedback to improve practice, addresses weaknesses promptly and ensures work is consistent with TWCC's values, policies and relevant legal or professional requirements.
Strategic Stakeholder Engagement	Builds trusted relationships across TWCC and externally, communicates clearly, works collaboratively across functions and represents TWCC confidently within the scope of the role.

Values-driven leadership

Managers are expected to demonstrate TWCC's values through how they lead as well as what they achieve:

Feminist	Challenge power imbalances, promote equity and intersectionality, value lived expertise, and use positional power thoughtfully.
Empowering	Build agency, confidence and capability in others; delegate meaningful responsibility and create opportunities to grow.
Trauma Responsive	Prioritise physical and psychological safety, build trust, communicate compassionately and avoid unnecessary harm or re-traumatisation.
Brave	Speak up, address difficult issues, challenge established practice when needed, acknowledge mistakes and support appropriate innovation.
Belonging	Create inclusive environments where different perspectives are welcomed, and people feel valued, respected, connected, and able to contribute.
Hope	Maintain belief in positive change, demonstrate resilience, celebrate progress, and connect day-to-day work to TWCC's wider vision.

Learning & Development Manager - Person Specification

Criteria	Essential	Desirable
EXPERIENCE		
Significant experience of designing and delivering organisational learning and development activity.	✓	
Experience of carrying out learning needs analysis and translating findings into workforce-development plans.	✓	
Experience of designing and delivering training for staff, managers and/or volunteers.	✓	
Experience of developing managers through training, coaching, facilitated learning or reflective practice.	✓	
Experience of line managing and developing staff.	✓	
Experience evaluating learning and using evidence or feedback to improve provision.	✓	
Experience of working collaboratively with managers and subject-matter experts across an organisation.	✓	
Experience of developing or coordinating a pool of internal trainers.		✓
Experience of delivering or managing external professional training, accredited learning, apprenticeships or qualification programmes.		✓
Experience of volunteer recruitment, development or progression into education, training or employment.		✓
KNOWLEDGE		
Strong understanding of adult learning and workforce-development principles.	✓	
Understanding of organisational capability, management development and approaches to embedding learning in workplace practice.	✓	
Understanding of coaching, reflective practice and psychologically safe learning environments.	✓	
Understanding of equity, accessibility and inclusion in learning and development.	✓	
Understanding of trauma-responsive approaches to learning, supervision and development.	✓	
Knowledge of approaches to evaluating learning beyond participant satisfaction.	✓	
Knowledge of information, advice and guidance relating to education, training or employment.		✓
SKILLS AND ABILITIES		
Able to identify organisational capability needs and turn them into practical, proportionate learning responses.	✓	
Strong training design, facilitation and presentation skills.	✓	
Able to coach, challenge and develop managers and colleagues constructively.	✓	
Able to influence across teams and levels without relying solely on formal authority.	✓	

Strong programme-management and organisational skills, able to coordinate multiple learning activities and contributors.	✓	
Able to evaluate impact, interpret feedback and use evidence to improve learning.	✓	
Strong written communication and learning-resource development skills.	✓	
Confident using digital learning, administration and reporting systems.	✓	
LEADERSHIP, VALUES AND PERSONAL APPROACH		
Strong commitment to TWCC's feminist purpose and to equitable access to development and progression.	✓	
Empowering leadership style that builds confidence, capability and ownership in others.	✓	
Trauma-responsive approach that creates safe, compassionate, and adaptable learning environments.	✓	
Brave and willing to identify capability gaps, challenge ineffective practice, and try new approaches.	✓	
Collaborative, curious, and committed to continuous learning and reflective practice.	✓	
Hopeful and able to recognise potential and create meaningful pathways for growth.	✓	
QUALIFICATIONS		
Relevant professional qualification, learning or equivalent substantial experience in L&D, training, organisational development, HR, coaching or a related field.	✓	
Recognised qualification in learning and development, training, coaching, teaching or organisational development.		✓
Recognised psychometrics practitioner qualification such as Insights Discovery or Lumina Spark		✓
OTHER REQUIREMENTS		
Ability to work flexibly and travel across TWCC's areas of operation as	✓	
Flexibility to undertake occasional activities outside usual working hours.	✓	
Commitment to ongoing professional development and maintaining current knowledge relevant to the role.	✓	
Commitment to safeguarding, confidentiality, professional boundaries and TWCC's values.	✓	