

Job Profile

Job Title	Training and Quality Lead		
Job Reference No.	HOMEJD1242	Date of issue:	May 2026

The job in a **nutshell...**

The training and quality lead designs and delivers engaging, interactive learning and supporting materials to give colleagues the knowledge and tools needed to deliver high-quality services within service level agreement targets. You will train adoption team leads using a train-the-trainer approach and collaborate with the business adoption manager to support the team and implement the learning strategy across Repairs and Maintenance. You will also be responsible for post adoption support, ensuring the learning is embedded in daily tasks through data analysis, monitoring, and ongoing support.

What **success** will look like...

Every colleague, from new starters to experienced team members, is fully competent in the Repairs and Maintenance service, with a strong understanding of standard operating procedures, processes and digital systems, and how these contribute to achieving our customer promise and key performance indicators.

This is achieved through the design and delivery of engaging, bespoke training tailored to team requirements, learning styles and roles. As a result, colleagues are knowledgeable, confident and efficient in carrying out their responsibilities, enabling them to serve customers effectively, meet performance targets, champion adoption and share best practice.

You will deliver comprehensive training to the Repairs and Maintenance Adoption Leads and Managers on all systems and processes required to deliver high-quality repair services to customers. You will equip them to effectively pass this knowledge on to trade colleagues and you will actively support colleagues in system usage. The Business Adoption team are fully resourced and skilled to deliver and support training, updates, engagement, adherence and change management across the Repairs and Maintenance service.

Through your support colleagues are kept fully informed of changes to legislation, process and systems and know where to go for support and guidance. They adopt new systems and processes quickly and correctly, with minimal disruption to service delivery.

As a central point of contact to resolve colleagues' questions or challenges, your training helps reduce common mistakes, improves data accuracy, and makes our processes smoother so that customer service and operational performance is the best it can be.

Data integrity and hygiene is reinforced across our systems through targeted training on data entry and data management which enables improved reporting and decision making. Managers are able to generate and interpret meaningful reports and dashboards to support them in their day-to-day role.

Learning is accessible and engaging, using a mix of methods customised for different teams, roles and modules. Whether it's face-to-face workshops, online courses, how-to videos, or step-by-step guides, you'll create materials that make learning about our systems and processes engaging and effective. You'll collaborate with members of the Learning and Development team to align with the existing offer to ensure a cohesive overall learning package for colleagues and share and learn from a best practice perspective.

Alongside the learning activities you will be responsible for quality monitoring and reviews by undertaking data analysis and reviews to ensure that the processes and procedures are being adhered to. You will also validate the processes and procedures are fit for purpose to allow us to meet our responsive repairs targets for our customer base, providing feedback and insights to the Business Adoption team about suggested improvements.

With a close an eye on system and process adoption, you identify where extra support is needed. By gathering feedback and tracking usage, you'll spot trends and refine training approaches to keep improving confidence and efficiency.

Analysis from a range of sources will drive improvements to learning, ensuring the offer evolves to meet the needs of our colleagues, customers and organisation. Refresher training and ongoing support will be a natural part of how you work with colleagues.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We unleash the potential of others • Give others the confidence to want to try something new • Active listening to understand others' strengths, development areas and interests. • Provide feedback which helps others to develop	Technical training delivery • Experience delivering technical training in business systems. • Experience of delivering training via a range of different means such as e-learning, face to face and virtual training sessions, with the ability to tailor training to different audiences. • Experience of delivering training to other training roles, so that a train the trainer approach can be adopted.

We are great influencers • Know how to get the best out of those you work with • Be curious – listen to understand your audience’s situation or style • Understand our strategy and customers and able to articulate the benefits of change	Learning design and development • Training-specific qualifications such as CIPD, Learning and Development etc, or significant experience in a similar role. • Awareness of training design principles and adult learning methodologies, including post adoption support strategies, tools and techniques. • The ability to design and create engaging training packages and materials which are suitable for a wide range of staff, within the Repairs and Maintenance Service with a range of differing digital skill sets.
We are organisers and drivers • Take people with you • Be positive and enthusiastic to drive work forward • Uses performance information to drive improvements	Digital platforms and data insight • Experience of using digital learning platforms, Learning Management Systems, or virtual training tools like Zoom and Teams. • Ability to analyse data to identify themes and trends. • Report writing and presentation skills.

We’d also love you to have, or be **brilliant** at... (but don’t worry if not)

• Working knowledge of a range of digital systems, including case management systems, handheld devices and experience in delivering learning for such systems. • A degree in Business, IT, Education, or a related field. • Understanding/experience of working in the housing sector, within a Repairs and Maintenance function • Basic project management knowledge (e.g., PRINCE2 or Agile). • Familiarity with change management processes during system implementations • Experience of using data, tracking usage and undertaking quality reviews/adherence checks, to ensure processes are being followed and identify where extra support is needed would be advantageous.

We’re all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they’re there for a reason but don’t worry, we’ll help keep you informed along the way.
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OFFICIAL

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	n/a
Manages People	No	# of direct reports circa	n/a
Travel	Regular	Driving Essential	No
DBS	None		

