

People Development & Wellbeing Manager

Role Description



Place of work: Hybrid, Southampton Head Office, with regular remote working available

Salary: Band F - £36,912.24 to £40,925.27 full time equivalent, pro rata for part-time hours

Working days and hours: 32 to 37 hours per week (part or full-time)

Responsible to: Director of Central Services

Responsible for: No direct line management initially. The role will provide matrix coordination for relevant colleagues and external contributors. This may change as the model develops.

Disclosure and Barring Service Check (DBS): Basic DBS

Essential driver?: No - The postholder will need the ability to travel to No Limits locations and occasional external meetings

Here at No Limits, our mission is to **empower children and young people to reach their full potential through advice, counselling and support**. Our people are key in supporting us to achieve our aims and your role in this is outlined below.

We particularly welcome applicants from diverse backgrounds and those with experiences similar to the children and young people we help and support. We are committed to creating a diverse environment where people can be their authentic self, experiences and opinions are valued, and we all are open to learn from each other.

About the role

We are looking for a People Development & Wellbeing Manager to strengthen how No Limits supports, develops and engages its staff. This role will help build the confidence, capability, wellbeing and reflective practice needed for staff, lead workers and managers to work well through complexity, challenge and organisational change.

You will lead a more structured approach to learning, workforce development, wellbeing, reflective practice and colleague engagement. This will include helping managers and lead workers develop their confidence, creating regular spaces for shared learning and reflection, and using feedback and insight to shape meaningful action.

The role will work closely with People Operations, service leaders, managers, lead trainers, clinical supervision colleagues and other internal and external contributors. Together, you will help create a clearer, more joined-up approach to staff development, wellbeing, engagement and support across No Limits.

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About you - Knowledge, skills and experience

The successful candidate will have:

- ✓ Experience in one or more relevant areas, such as learning and development, organisational development, staff wellbeing or engagement.
- ✓ Experience designing, coordinating or delivering learning, development, reflective practice or facilitated group activity.
- ✓ Confidence facilitating groups, workshops, reflective conversations or action learning-style sessions.
- ✓ Ability to support manager and lead worker development, including supervision, feedback, accountability and team practice.
- ✓ Experience using colleague feedback, workforce insight or other data to identify wellbeing, development or engagement priorities and turn these into practical action.
- ✓ Strong communication and relationship-building skills, with the ability to translate themes and insight into clear recommendations and practical actions.
- ✓ Good judgement, with the ability to handle sensitive themes appropriately and recognise when wider advice or support is needed.
- ✓ A commitment to No Limits' values and mission.
- ✓ An understanding and commitment to equality, diversity and inclusion.

You may also have:

- ✓ A qualification in people management or development, or other relevant qualification
- ✓ A coaching qualification or experience using coaching approaches with staff or managers.
- ✓ Experience working in a charity, children and young people, health, social care or education setting.
- ✓ Experience leading staff engagement activity, colleague feedback methods, employee voice groups or culture projects.

Please include on your application form other relevant knowledge, skills and experience which can be from work, volunteering, education or personal experience. We value growth and may make recruitment decisions where not all essential areas are met, but you are able to show an ongoing commitment to learning and development.

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Duties and Responsibilities

Learning, Workforce Development and Manager Capability

- Lead and coordinate No Limits' approach to learning and development, including learning needs analysis, workforce development planning, LMS content, learning pathways and evaluation.
- Develop and deliver a regular programme of facilitated learning, reflection and development spaces for staff, lead workers and managers.
- Oversee the planning and quality of learning and development activity, working with the Service Support Officer on coordination, training compliance links, and input from managers, subject leads and external providers where needed.
- Develop manager and lead worker capability, including supervision, feedback, direct conversations, accountability, team development and reflective leadership.
- Support managers and lead workers to build confidence in decision-making, including where they are responding to complexity, uncertainty, safeguarding concerns or emotionally demanding situations.
- Support wider talent and progression planning by identifying development themes, strengths, readiness and future capability needs.
- Use feedback, data and insight to review and evaluate the impact of learning and development activity and recommend improvements.

Wellbeing, Reflection and Colleague Support

- Lead an evidence-led approach to staff wellbeing, drawing on colleague feedback, sickness absence themes, workload pressures, manager insight and other relevant data to identify priorities.
- Develop and coordinate a clear staff wellbeing approach, helping to turn wellbeing themes into practical actions that support staff, managers and teams.
- Work with managers and senior leaders to identify where wellbeing issues may need wider action, including around workload, role clarity, team practice, change or organisational pressure.
- Lead reflective practice, action learning and shared learning spaces for staff, Lead Youth Workers and managers, including safeguarding scenarios and reflection on training where appropriate.
- Facilitate spaces that support peer learning, emotional processing, confidence, shared problem-solving and good practice.
- Coordinate access to coaching, reflective practice or external support where this forms part of the agreed staff support and development offer.
- Work with clinical supervision colleagues and the Director of Central Services to support the future development of reflective practice, clinical supervision, coaching and staff support arrangements.

Staff Engagement and Culture

- Lead the People Champions Group, supporting meaningful staff voice, constructive engagement and clear feedback loops into organisational planning.
- Lead or coordinate colleague feedback methods, including pulse surveys and engagement activity, working with People Operations on data, process and reporting where needed.
- Use staff feedback, People Champions insight and other data to identify culture, engagement, wellbeing and development themes.
- Support managers to translate staff feedback into realistic action planning and local improvements.
- Contribute to culture development work linked to No Limits' values, behaviours, management practice, change and organisational transformation.
- Report on engagement, wellbeing, development and culture themes in a way that supports management, SLT and trustee oversight.

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Role Description



General

- Keep up to date with knowledge, issues and external developments that may impact on the organisation.
- Ensure that statutory and legal obligations are met.
- Demonstrate work practice that encompasses an appreciation and awareness of No Limits policies and procedures, and ensure these are followed.
- Attend training and meetings as required and participate in regular supervision.
- Demonstrate an ongoing commitment to the safeguarding of children, young people and vulnerable adults.
- Support the implementation of No Limits organisational strategy, promoting our mission and values through delivery of your personal objectives.
- Ensure personal knowledge and skills are updated to ensure effectiveness in meeting work requirements.
- Undertake any other duties as may be reasonably prescribed by No Limits, appropriate to the scope and grade of the role.

The purpose of this job description is to focus on the main responsibilities of the role. These duties and responsibilities may, within reason, change at the discretion of No Limits.