

Learning & Capability Manager

Job description

It will take a society to beat dementia. Alzheimer's Society.



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Learning & Capability Manager

Position in the organisation

Reports to the Head of Talent & Development.

Manager of Learning & Capability Specialist, Learning & Capability Officer and Talent & Learning Coordinator.

Member of our Talent & Development team.

Part of our People directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Learning & Capability Manager will lead the Society's organisational learning and capability agenda, shaping the strategy, governance and operating model that enables colleagues to build the skills, knowledge and confidence needed to deliver our priorities now and in the future.

Working in partnership with senior leaders, subject matter experts and learning leads across directorates, the post holder will ensure learning is evidence based, prioritised against business need and designed to improve organisational performance, workforce capability and colleague experience.

The role will own the Society's learning governance framework and lead the hub and spoke model for learning, setting clear standards, decision making routes, quality assurance and evaluation approaches that enable consistent, high quality learning across the organisation.

They will lead and develop the Learning & Capability team, champion modern learning practice, and use insight, technology and innovation to make learning more accessible, scalable and impactful.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Lead the development, implementation and continuous improvement of the Society's learning and capability strategy, ensuring it is aligned to organisational priorities, future workforce needs and the Society's strategic ambitions.
- Translate organisational goals, workforce insight and emerging capability requirements into clear learning priorities, investment decisions and development plans.
- Own and lead the Society's learning governance framework, ensuring learning activity is coordinated, prioritised, quality assured, evaluated and aligned across the organisation.
- Chair and coordinate appropriate governance forums and decision-making routes for learning priorities, standards, investment and organisational capability requirements.
- Lead the operation and development of the Society's hub and spoke learning model, providing clear standards, tools, guidance and expertise for satellite learning teams, subject matter experts and directorate learning leads.

- Define roles, responsibilities and ways of working across the learning network so learning activity is connected, efficient and focused on agreed organisational outcomes.
- Act as the central point of expertise for learning design, organisational capability development, evaluation, learning standards and governance.
- Build strong relationships with senior leaders, directorates and specialist teams to influence learning priorities and ensure capability development supports performance, change and workforce readiness.
- Lead the development of organisational capability frameworks, skills pathways and learning approaches that strengthen professional, technical and behavioural capability.
- Oversee the design, delivery and evaluation of high-quality learning solutions, ensuring they are evidence based, inclusive, accessible and focused on measurable impact.
- Use data, evaluation, learner feedback and organisational insight to assess impact, demonstrate return on investment and continuously improve learning services and development approaches.
- Provide strategic oversight of learning technologies and digital learning approaches, working with Learning Technology colleagues to optimise platforms, systems and digital experiences.
- Drive innovation through digital learning, automation, AI-enabled tools and modern learning methodologies that improve accessibility, scalability, engagement and learner experience.
- Lead, coach and develop the Learning & Capability team, creating a high-performing, collaborative and inclusive culture with clear priorities, resources and expectations.
- Manage learning-related resources, suppliers and budgets effectively, ensuring investment is targeted, value for money is achieved and delivery risks are managed.
- Share learning insight, best practice and innovation across the organisation, promoting a culture of continuous learning, knowledge sharing and self-directed development.
- Represent Learning & Capability on organisational projects, strategic initiatives and People Directorate priorities, ensuring learning is considered early and integrated effectively.
- Champion equality, diversity, inclusion and belonging through all learning and capability activity, including approaches that support people affected by dementia and colleagues with different access needs.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment

and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.

- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Significant experience leading learning, capability or organisational development strategies that deliver measurable organisational outcomes.	A/I
Experience establishing and leading learning governance, quality assurance, prioritisation and evaluation frameworks across a complex organisation.	A/I
Experience operating within, or leading, a hub and spoke or devolved learning model, with the ability to set standards and influence delivery through others.	A/I
Good understanding of organisational capability development, skills frameworks, workforce planning insight and future skills trends.	A/I
Proven ability to use data, evaluation and insight to shape learning priorities, demonstrate impact and inform investment decisions.	A/I
Experience leading and developing high-performing learning, capability or OD professionals.	A/I
Knowledge of modern learning methodologies, inclusive design, digital learning, learning technologies and AI-enabled learning tools.	A/I
Experience influencing senior stakeholders, shaping organisational decision making and leading change through collaboration.	A/I
Experience managing learning-related resources, suppliers, budgets and delivery risks.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Non-judgemental communication	A/I
Commitment to and understanding of equal opportunities	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	A/I
Strategic thinker with a strong organisational perspective.	A/I
Inspirational people leader and coach.	A/I
Strong stakeholder management and influencing skills.	A/I
Able to balance strategic planning with operational delivery.	A/I
Data-driven and evidence-based in decision making.	A/I
Collaborative and able to build strong networks across organisational boundaries.	A/I
Innovative and future-focused.	A/I
Strong programme and change leadership capability.	A/I
Committed to equality, diversity, inclusion and belonging.	A/I
Passionate about helping individuals, teams and organisations reach their potential.	A/I

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contributions rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face coooselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave - 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave