



WE ARE HIRING

OPEN POSITION: PEOPLE DEVELOPMENT AND ENGAGEMENT MANAGER

APPLY NOW

CLICK ON THE LINK TO COMPLETE AN APPLICATION FORM AND SEND YOUR CV.



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Welcome from Matt Pitt, People Director.

Thank you for considering the role of **People Development and Engagement Manager** at Connexus. This role is an opportunity to be part of a team that makes a genuine difference in our communities. In this pack, you'll find details about the position and insights into what it's like to work with us.

Connexus is a rural housing association rooted in Shropshire and Herefordshire. We provide over 10,000 affordable rented homes and associated support services across the two counties, supported by a workforce of approximately 550 colleagues.

Our vision is simple yet ambitious: to provide *homes you can build a life in*. Central to achieving this vision is our belief in the value and potential of our people. We recognise that a positive, empowered, and engaged workforce is essential to delivering outstanding service to our customers and communities.

Our People Strategy is designed to create a workplace where collaboration and innovation is the norm, enabling people to excel in their roles in delivering the corporate plan. We are always looking for people who are motivated, hard-working, flexible, full of ideas and most importantly, people who really want to make a difference. We want people that will embrace our culture and the freedom it offers and continue with the innovation in service delivery we have become known for. If you like the sound of this, then we might be the organisation for you.

I hope the information in this pack proves useful and gives you all the guidance you need to pursue your application.

Matt Pitt

People Director



Meet our leaders

Executive leadership team (ELT)



Kate Smith, CEO

Kate has a wealth of experience gained from 15 years at executive level in the social housing sector. Before joining Connexus, Kate was group executive director at national housing and care provider Anchor



Fleur Whittingham, Property Director

Fleur is passionate about social housing, with a focus on ensuring customers are safe in their homes. In a career spanning 20 years in housing, she is proud to have worked with colleagues and organisations across the sector, to drive-up safety standards.



Matt Pitt, People Director

Matt worked at maintenance business Novus Property Solutions, four years as people director. He worked for six years at Veolia in a variety of senior HR roles. He also has experience within the housing sector, manufacturing and financial services.



Nick Batt, Communities and Customer Services Director

Nick joined from Pobl Group. Prior to joining Pobl, he worked in customer-focused roles with organisations primarily in the technology sector, after nearly a decade in financial services. Nick oversees housing, support and customer services.



James, Taylor Finance Director

James joined in 2024 as head of finance and procurement, playing a key role in securing £100m of funding by the end of that year. James oversees our long-term financial planning as well as leading procurement, development and other support functions.



More about us

Our corporate plan

Our new Corporate Plan 2025 - 2030, *homes you can build a life in* was launched in March 2025. This new plan builds on our commitment to providing good-quality, safe, and affordable homes — fundamental principles that will always guide Connexus. Where we do want to see change is in our service delivery, with a focus on building trust in our services as well as ensuring we are operating as efficiently and effectively as possible.

As well as building trust, we will of course continue to build new homes, with this plan shifting the focus to look at our existing land, the properties we have, and the needs of the local communities we serve. Regeneration will play much more of a role in our developments over the next five years, aiming to replace homes which are no longer fit for purpose in the same places or close by — ensuring affordable housing doesn't disappear from our communities.

This plan is a confident step forward, shaped by those we serve and work alongside. It reflects our commitment to providing good quality, affordable homes while adapting to the evolving needs of our communities.



**IN HOMES YOU CAN BUILD
S BUILD A LIFE IN HOME**

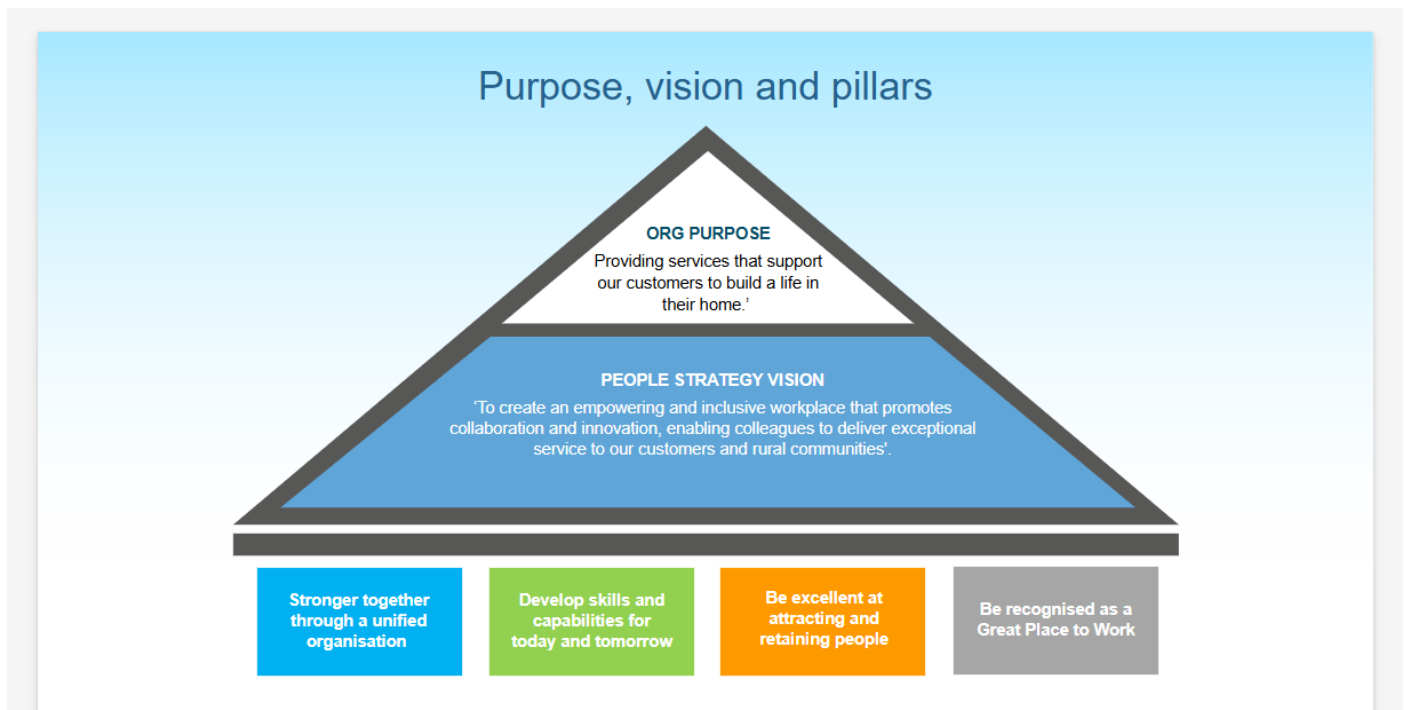


Our People Strategy

Central to achieving this vision is our belief in the value and potential of our people. We recognise that a positive, empowered, and engaged workforce is essential to delivering outstanding service to our customers and communities.

We have recently launched our People Strategy, which sets out a clear direction for creating an inclusive, collaborative, and high-performing culture. The strategy is built around four key pillars:

1. Stronger Together – creating a unified organisation with shared purpose.
2. Skills for Today and Tomorrow – developing capabilities to meet current and future needs.
3. Attract and Retain – being excellent at finding and keeping great people.
4. A Great Place to Work – fostering an environment where colleagues thrive and feel valued.





THE OPPORTUNITY

We're looking for an innovative and strategic **People Development and Engagement Manager** to join our People Directorate. This is a hybrid role based in Craven Arms, with flexibility for remote working and travel to meet business and colleague needs.

This is a key position with responsibility for shaping, delivering, and evaluating impactful people development programmes that build high-performing, inclusive, and future-ready teams. You'll lead on designing a new skills and behaviour framework, drive the early careers and apprenticeship agenda, and oversee the design and implementation of the performance development review process. You'll also be central to creating an engaging colleague experience through onboarding, training, wellbeing, and development initiatives.

A vital part of this role is leading the delivery of our colleague engagement survey in partnership with our external provider—ensuring robust analysis, meaningful action planning, and a focus on driving continuous improvement across the organisation.

Working closely with senior leaders and the Head of People, you will play a pivotal role in embedding the People Strategy and contributing to Connexus' ambition to be a great place to work. If you are a creative and collaborative professional with a passion for learning, engagement, and organisational development, we'd love to hear from you.



KEY OUTPUTS EXPECTED FROM THE PEOPLE DEVELOPMENT AND ENGAGEMENT MANAGER

As the **People Development and Engagement Manager**, you will play a crucial role in delivering Connexus' People Strategy 2025–2028, with a particular focus on building organisational capability, colleague engagement, and a high-performance culture. Your work will directly influence the colleague experience and support Connexus' ambition to be an employer of choice. Key outputs expected from your role include:

- **Skills & Behaviour Framework:** You will lead the design and implementation of a robust framework that underpins workforce capability, leadership development, and career progression. This will provide clarity on role expectations and help shape learning and development interventions across the organisation.
- **Colleague Engagement:** You will take ownership of our colleague engagement survey—managing the external provider relationship, analysing results, and ensuring action plans are developed and implemented to drive meaningful change.
- **Performance Development:** Working closely with the Head of People, you will design and embed an improved Performance Development Review process that supports individual growth and delivers against our development and progression targets.
- **Onboarding & Induction:** You'll transform the induction and onboarding experience to ensure every new colleague feels welcomed, equipped, and connected from day one—measured through surveys and feedback.
- **Learning & Development Strategy:** You will oversee the delivery of regulatory and professional standards training, as well as identify and address wider development needs through strategic training planning and impact assessment.
- **Early Careers & Apprenticeships:** You will set the direction for our early careers agenda, working with partners to grow our apprenticeship offer and meet our ambition of having 10% of the workforce in apprenticeship roles by 2028.
- **Wellbeing & Inclusion:** Supporting the Head of People, you will help develop and deliver a wellbeing strategy that complements our EDI commitments and enhances the overall colleague experience.



Connexus

Job Description

People Development and Engagement Manager

Department: People Directorate

Direct supervisor: Head of People

Location: In office (Craven Arms) and remote working with travel to support customer requirements.

1. Job purpose

- The role is accountable for leading and implementing bespoke colleague development programmes to enable the organisation to become best in class in building high performance teams, aligned to the People Strategy and the pillars *Skills for Today and Tomorrow*, and *Attract and Retain Talent*.
- Lead the design and implementation of a skills and behaviour framework to ensure the development of skills training and compliance across the organisation.
- Setting the strategic direction of our early career's agenda, including apprenticeships and the apprenticeship levy, building strong relationships with training providers and local educational establishments to achieve the target of 10% of the workforce in apprenticeship role by 2028 aligned to workforce plans.
- Be responsible for ensuring compliance with all regulatory, conduct, and professional standards training.
- Work with the Head of People with the design and implementation of the organisation's Performance Development Review process to achieve the development and progression target set out in the People strategy, with all colleagues having a performance review, with objectives set, by the end of 2025/26.
- Develop a fit for purpose induction and onboarding experience for all new colleagues measured through surveys and focus groups.
- Lead and implement the successful delivery of the colleague engagement survey working collaboratively with the Head of People and the external employee engagement provider.
- Support the Head of People with the development of a new wellbeing strategy to be implemented across the organisation.
- Develop a training needs analysis aligned to organisational objectives and regulatory requirements in building workforce skills and capabilities to deliver the corporate plan.
- Deliver an impact assessment of training and development initiatives including colleague retention, engagement, career progression and internal promotions.
- Working with managers across the organisation to build and communicate career pathways.

- Contribute directly to the People Strategy 2025–2028 and its four pillars: *Stronger Together*, *Skills for Today and Tomorrow*, *Attract and Retain Talent*, and *Being a Great Place to Work*, supporting Connexus’ ambition to be an employer of choice.

2. Dimensions

- Work within the People Directorate budget.
- Direct line management for the People Development Advisor & People Development Officer.
- Achieve the KPI for leaders deemed ‘competent in role’ as set out in the People strategy measured against the skills and behaviours framework.
- Support the Head of People with the annual budgeting and cost review process.
- Implement and manage the skills and behaviour framework across the organisation.
- Lead the development of a fit for purpose robust performance review process to enhance and develop colleagues.
- Ensure regulatory and professional standards training compliance across the Company.
- Lead the external employee engagement survey and manage contracts with the external employee engagement provider to ensure they are fit for purpose and offer a value for money service.
- Support the Head of people with the development and execution of a wellbeing strategy to further improve the colleague experience.
- Ensure the development and delivery of an improved induction and onboarding experience for all new colleagues measured through surveys and focus groups.
- Ensure the regular review of training systems and delivery models so they meet the needs of a diverse workforce. Utilising data and insights for internal reporting and decision-making.

3. Key objectives/performance measures

- Work collaboratively across the organisation to build a high performing workforce.
- Lead on the design and implement a skills and behaviour framework to map current and future team capabilities and use this insight to develop the talent of the future, including regulatory requirements.
- Work with the Head of People with the development of the Performance Development Review process, including objective setting and annual evaluations with a robust follow up process to support managers in developing their teams.
- Build strong relationships with managers, colleagues and People Business Partners to foster a values-led performance culture.
- Ensure all regulatory, compliance, conduct and professional standards training is delivered to a high standard, and all records are updated and shared with stakeholders as required.
- Develop and manage a strategic calendar for mandatory and developmental training so all training is delivered in a timely manner.
- Develop virtual classroom programmes and online immersive training experiences to enhance colleague training and learning, and to support hybrid working initiatives.

- Lead the external employee engagement surveys, including analysis and follow-up with managers and colleagues to ensure action plans are in place and developed across the organisation.
- Support management and leadership development through identifying training and coaching needs to develop leaders of the future who have the required skills and behaviours.
- Work with the Head of People with the development and implementation of a Wellbeing strategy across the organisation.
- Develop an improved induction and onboarding experience for all new colleagues measured through surveys and focus groups.
- Promote Connexus as a learning organisation and being recognised as a 'Great Place to Work', as measured by the number of colleagues who feel they have opportunities to progress and develop their careers, as set out in pillar two of the People strategy.
- Significantly contribute to People Strategy delivery and service improvement initiatives.
- Maximise development impact while managing budgets efficiently.

4. Skills and experience required

- Experience in designing and delivering People Development and engagement strategies.
- Strong knowledge of regulatory, conduct, and professional standards training.
- Proficient in learning management systems, survey tools, and data analytics.
- Ability to manage the employee engagement survey to a high standard so positive and actionable change plans are developed as a result.
- Demonstrated ability to lead change and development initiatives.
- Skilled in project and contract management.
- Experience in designing performance development review frameworks in setting and reviewing objectives and identifying future development needs.
- Strong stakeholder engagement and communication skills.
- Creative, strategic thinker with excellent workload management.
- Team-oriented with a continuous improvement focus.
- Able to travel and work remotely or on-site as needed.

5. Qualifications

- CIPD Level 7 or equivalent postgraduate qualification in HR/Organisational Development.
- Evidence of continuous professional development.
- Qualification in learning and development or employee engagement (desirable).

6. Key relationships

- Wider People Directorate and colleagues.
- ELT, SMT, departmental managers, learning and development leads.
- Regulatory and compliance teams.
- External training providers and engagement platform vendors.

7. Organisation chart

Reporting to: Head of People

Direct reports: People Development Advisor & People Development Officer

8. Standard requirements applicable to all roles

- Flexibility to undertake duties that reflect the scope and level of the role.
- Commitment to personal development and learning activities.
- Uphold Connexus' customer-focused values.
- Act as a Connexus ambassador.
- Ensure compliance with the Data Protection Act 2018, UK GDPR, and internal policies.
- Promote and practice equality, diversity, health and safety, and safeguarding principles.
- Maintain high data quality and follow data management protocols.



What's in it for you?

Salary: £51,593 per annum

Benefits

- 27 days annual leave plus bank holidays.
- Company closure: We give colleagues an additional 3 days annual leave to take between Christmas eve and new years day.
- DC pension scheme with employer contribution of up to 15%
- Healthcare cash plan
- Discounts scheme
- Hybrid Working: We know how important flexibility is, which is why some of our roles offer hybrid working. That means you can split your time between working from home and working in one of our offices. Our main base is in Craven Arms, but we'll work with you to find a balance that works for you, your team, and the role.
- Community volunteering day.
- Flexible working and part time options are considered through our flexible working policy



HOW TO APPLY

Our application process is straightforward and transparent. Here's how it works:

Step 1: Apply online

Head over to our website and click "Apply Now."

Complete the online form with your details and submit.

Please note your application must be with us before 12am on Sunday 27th July 2025

Step 2: Stay in the loop

We'll review your CV and application.

Expect to hear from us within two weeks.

Step 3: Meet with us

If invited to interview, we'll provide all the details in advance, including any interview formats we may use. During the interview, we'll chat about your experience, and you'll have the chance to ask questions too. There may also be a task or presentation so you can showcase your skills.

We aim to get back to you with the outcome within 2-3 working days.

Step 4: Welcome to Connexus!

If you're successful, we'll be in touch to discuss the next steps and make sure you have everything you need to get started.



THANK YOU

Thank you for considering a career with Connexus.

If you have any questions or need further information, please don't hesitate to reach out to the Hiring Manager or our People Team.

Your journey with Connexus starts here and we can't wait to see where it leads!