



Head of Leadership, Learning and Culture

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk



The role

The Head of Leadership, Learning and Culture is responsible for driving the development of leadership capabilities, cultivating a learning culture, supporting talent management, and fostering a positive and inclusive work environment that promotes well-being and employee engagement across Citizens Advice. Overseeing the National Learning and Development and Wellbeing functions, the role ensures that all our people are equipped, motivated, and supported to do their best work and deliver our strategy and missions.

This role plays a critical part in ensuring that all aspects of leadership development, learning strategies, and cultural initiatives align with our Equity and Belonging strategy: helping to progress equity, diversity, and inclusion (EDI) outcomes, addressing barriers that colleagues from marginalised backgrounds face to career development and progression, increasing representation at senior levels, embedding inclusive leadership practices, and fostering a culture where diverse perspectives are valued and influence decision-making. The postholder will drive initiatives to build accountability for EDI outcomes across leadership and ensure that learning and development opportunities actively address systemic inequities within the organisation.

At a time of significant change and transformation, this role will be pivotal in developing the leadership we need to navigate change, uncertainty and complexity, and enhance employee well-being and resilience so that colleagues feel supported and equipped to embrace change. It will help to build and nurture the skills and capabilities we need to deliver our strategy, drive meaningful progress on EDI outcomes, and continue adapting to future challenges and opportunities.

The role requires extensive relationship development and management across Citizens Advice and, depending on the nature of work, there may be opportunities to engage with external partners and our network of local Citizens Advice offices. There will be an expectation that the postholder engages regularly with colleagues at all levels of seniority, including Executive Director colleagues, and will provide advice, guidance and influence decision-making in these settings.

This is a fixed term role until September 2026 because the structure and resourcing of the OD&D department will be reviewed as part of the Target Operating Model work at that point.

The team

This role sits within the People & Strategy Directorate which is a catalyst for positive change, growth, and organisational excellence. This group establishes our strategic direction, supports effective development and transformation, and fosters a culture of adaptability, accountability and inclusion. It exists to catalyse and support high performance in the national organisation and wider network, so that we can deliver the greatest impact to our clients, particularly those from marginalised communities.

The Leadership, Learning and Culture Team is currently expanding following investment. The role will lead a team of specialists in Leadership Development, Talent Management, L&D, and Wellbeing. It will partner with stakeholders at all levels to embed meaningful change, particularly other senior leaders in the People and Strategy Directorate. The team operates across the national organisation, collaborating and engaging with all teams and colleagues.



The organisation

Here are 4 ways you can find out more about us:

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - https://www.linkedin.com/uas/login?session_redirect=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fcitizens-advice%2Fposts%2F%3FfeedView%3Dall
3. Citizens Advice public-facing advice website - <https://www.citizensadvice.org.uk/>
4. Find out more through blogs, insights and 'how we help' stories <https://wearecitizensadvice.org.uk/>



Role profile

Band:	Head of Service - mid (Fixed term contract until September 2026)	
Reporting to:	Director of Organisation Design and Development	
Proficient salary:	£69,664 (with additional allowance for London office based roles)	
Location	Blended between office and home (England and Wales)	Some travel required and will include visits to local Citizens Advice, national charity offices in Birmingham, Cardiff, Leeds and London, stakeholder organisations and events.

<p>Role purpose</p>	<p>The Head of Leadership, Learning and Culture is responsible for driving the development of leadership capabilities, cultivating a learning culture, supporting talent management, and fostering a positive work environment that promotes well-being and employee engagement across Citizens Advice, in order to:</p> <ul style="list-style-type: none"> ● Drive sustainable change ● Enable organisational performance and impact ● Focus on improvement ● Ensure and maintain people-centred approach ● Develop the employee experience <p>The role will lead a team of specialists in leadership development, Talent Management, L&D, and Wellbeing. It will collaborate with stakeholders at all levels to embed meaningful change.</p>	
<p>Key accountabilities</p>	<p>Key elements/Tasks</p>	<p>% time</p>
<p>Impactful member of the national senior leadership team and across the service</p>	<p>The Head of Leadership Learning and Culture will be an integral member of the senior leadership team (SLT) at Citizens Advice, providing leadership to the service by:</p> <ul style="list-style-type: none"> ● Taking accountability for translating our strategy into action ● Collaborating with other national functions to develop and communicate a clear narrative and delivery plans that align their team to the strategy ● Fostering a culture of innovation, experimentation, learning and collective leadership within their team to enable missions-based working ● Taking ownership, within their teams and wider areas of responsibility, for planning and delivery, financial performance, managing risk and making evidence-informed decisions 	

	<ul style="list-style-type: none"> • Acting as a cultural steward, building a people-focussed culture which enables colleagues to grow, develop and thrive • Driving a focus on equity, diversity and inclusion through visible and inclusive leadership, demonstrating a commitment to social justice and taking action to reduce disparities in the team and organisation's work 	
Leadership of your specialism / discipline	<ul style="list-style-type: none"> • Develop and implement the Leadership, Learning and Culture strategy, ensuring alignment with organisational goals and responsiveness to emerging needs. • Oversee and support the design and delivery of programs that enhance leadership capabilities, organisational learning, and well-being • Lead and support the implementation of leadership development initiatives that cultivate sustainable leadership skills at all levels • Lead and sponsor well-being initiatives that support personal and professional resilience across the workforce • Establish and implement metrics to assess the impact of leadership, learning, and culture programs on employee engagement and organisational performance, driving continuous improvement in the team's work over time. • Ensure that best practice methodologies in leadership development, talent management, learning and development, and wellbeing are applied. 	40%
Inclusive and visible leadership and people management of their direct reports and	<ul style="list-style-type: none"> • Lead, mentor, and manage a team of leadership, L&D, Talent, and Wellbeing roles, ensuring clarity of roles and responsibilities, and fostering a culture of collaboration, inclusion, and continuous development. • Foster a culture of collaboration across teams, 	30%

<p>teams</p>	<p>ensuring the team works effectively.</p> <ul style="list-style-type: none"> ● Support a business partnering approach, that sees the team understand and respond to the emerging needs of the organisation. ● Develop and retain diverse talent within the team, creating opportunities for skill development and promoting pathways for career progression. ● Promote a culture of equity, diversity, and inclusion within the team and across the organisation, ensuring that organisation design principles reflect these values. ● Set clear performance objectives for the team, conduct regular reviews, and provide ongoing coaching and support to enhance individual and team performance. 	
<p>Financial management</p>	<ul style="list-style-type: none"> ● Manage the team’s budget, ensuring the effective use of financial resources, delivering value for money, and meeting budgetary targets. ● Contribute to the wider financial forecasting process by providing accurate projections for the cost and resource requirements of the team’s initiatives. 	<p>5%</p>
<p>Other</p>	<ul style="list-style-type: none"> ● Deputise and provide support to senior colleagues, including the Director Organisation Design and Development, as required. ● Undertake additional projects or responsibilities that may arise in relation to organisation development, strategic transformation, or design initiatives. ● Stay informed about emerging trends and innovations in organisation design and development, incorporating these into the organisation’s OD&D strategy where appropriate. 	<p>5%</p>



Person specification

Essential criteria	To be assessed at application	To be assessed at interview
Post graduate qualification in Leadership/management development, L&D, HR, or OD&D, or demonstrable extensive work based experience that evidences an equivalent level of attainment and competence - with a demonstrable commitment to maintain an understanding of best practice in these areas.	Yes	Yes
A strategic leader with a proven track record of shaping and delivering high-impact strategies across leadership, talent, learning, wellbeing, and culture. Able to set and drive a clear vision that aligns with long-term organisational goals, particularly within complex or transforming environments.	Yes	Yes
Strong expertise in creating holistic leadership development frameworks that build sustainable and inclusive leadership capabilities. Demonstrated success in evolving leadership practices that embed resilience, adaptability, and collaborative thinking at every level.	Yes	Yes
Demonstrated ability to lead large-scale cultural transformation initiatives, fostering alignment with organisational values and EDI outcomes, improving employee engagement, and creating an agile, inclusive, and cohesive culture.	Yes	Yes
Strong background in coaching, supporting and partnering with senior leaders to develop transformational leadership practices that support the organisation's strategic objectives.	Yes	Yes
Exceptional relationship building skills and experience of influencing and working effectively with senior stakeholders and other colleagues through facilitation, presentation, negotiation skills and where appropriate constructive challenge	Yes	Yes

Experience managing and developing a high-performing team and fostering a diverse and inclusive environment.	Yes	Yes
Excellent problem solving and creative thinking skills, especially in a complex and emergent environment.	Yes	Yes
Desirable criteria		
Experience of working in a membership, federated or network-based organisation.		
Experience in developing and supporting talent management and succession strategies, including identifying and nurturing high-potential talent.		
Experience crafting and embedding organisation-wide wellbeing strategies that drive sustainable employee wellbeing as a core pillar of organisational success, with demonstrable impact on workforce resilience and engagement.		