



Hey everyone,

I hope you're all doing well! I just wanted to give you a quick update before I return to Customer Care next week after my amazing Golden Jubilee secondment with Home-Start UK. I'm really excited to reconnect with my team and all the wonderful partners in Customer Care and hopefully hit the ground running!

During my time on secondment, I've had an incredible journey of learning and growth, and I wanted to share a little detail about it in case any of you are interested in applying for a Golden Jubilee Trust secondment in the future.

Being immersed in the charity sector and seeing the profound impact Home-Start has on families has been truly eye-opening. I've gained a deeper understanding of the challenges faced by families and got a glimpse into how a charity organisation deals with constant ambiguity.

One thing that has stood out to me is Home-Start's unwavering passion for early years and family support. It's been truly inspiring to witness the dedication and commitment of the staff, trustees, and volunteers who work tirelessly to make a positive difference in the lives of families.

Throughout my time with Home-Start, I've also seen the challenges the organisation faces. The charity sector operates in an environment of constant change, uncertainty, and limited resources. But Home-Start faces these challenges head-on. They adapt their strategies and approaches to meet the evolving needs of families and the communities they serve.

During my secondment, I had the opportunity to engage with over 200 staff and trustees across the charity network. I conducted a comprehensive Roles Review to identify key roles and priorities for learning and development. Based on the findings, I developed a Network

Learning & Development Experience Blueprint which aims to foster a culture of continuous learning and development within the Home-Start network, supporting the growth of staff, trustees, and volunteers. It includes recommendations for a blended learning approach, consistent learning standards, a technology-led and collaborative learning environment, and various learning opportunities.

As my time with Home-Start comes to an end, I am incredibly grateful for the valuable lessons and experiences I've gained. Learning about the charity sector and witnessing Home-Start's passion and dedication have made a lasting impression on me.

Lastly, I want to express my sincere appreciation to John Lewis and Home-Start for providing me with this transformative opportunity. It's been an honor to be part of an organisation that prioritises early years and family support with unwavering passion. I'm excited to take the lessons learned and the memories created during my time with Home-Start and apply them to positively influence my personal and professional growth in Customer Care.

Thanks for your support, and I look forward to catching up with all of you soon!

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