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# Head of People and Culture

# Job Description and Person Specification

# Job Title: Head of People and Culture

**Salary:** £50-55K per annum inclusive of Inner London Weighting

**Hours:** 37.5hrs per week

**Accountable to: CEO**

**Location:** Tower Hamlets, Newham, and Redbridge

**Contract:** Permanent

**Closing Date:**

**Interviews:**

**Job description**

This as an exciting opportunity for the right person to steer the organisation’s People and Culture practices. This is a critical role as part of the Leadership Team to help achieve our vision and future ambitions.

**Main Purpose**

This role will span across the areas of:

* HR Generalist
* Strategy & Development
* Governance in relation to HR
* Staff Leadership and Development
* Staff wellbeing
* Diversity and Inclusion
* Relationship and Stakeholder Management
* Budget and Policy Management
* Innovation

**Adopting our Organisational Culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes. Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work. Build a positive and compassionate culture of inclusivity, where staff are supported and encouraged to be themselves and deliver excellent care and services.

**Main Duties and Responsibilities**

**HR Generalist**

* Management of staff contracts, terms and conditions and variations to contract terms, with particular attention to ensuring due processes are followed when ending staff contracts.
* Supporting Managers with their hiring, recruitment campaigns and in the delivery to ensure that services are operating at maximum capacity as well as onboarding all new staff
* Using HR management systems to collate, analyse data to produce high level reports with recommendations for Board and colleagues

**Strategy & Development**

* Ensure that the organisation has a People and Culture Strategy that is aligned with and supportive of the organisation’s strategy, addresses staff feedback and reflects good practice in the sector.
* Ensure that the organisation has a suite of People and Culture policies that facilitates the smooth running of the organisation’s services, reflects the organisation’s values and includes anti discriminatory practices.
* Manage and monitor the implementation of these policies.
* Create an annual training and development plan which promotes business improvement, a positive culture and the professional development of our employees.
* Manage complex employee relations issues.
* Champion and oversee cultural integration across the organisation.
* Embed a culture that balances high accountability but allows for learning, development and growth opportunities.

**Governance**

* Ensure compliance with right to work and other legislation relevant to the MindTHNR operations.
* Board level governance and ensuring that any changes around governing documents and board membership and annual returns are filed with Charity Commission and Companies House within the required timeframe.

**Staff Leadership and Development**

* Lead and inspire staff, providing clear direction, guidance, and support including giving and receiving feedback.
* Act as one of leads for Equality, Diversity and Inclusion within the charity. Ensure that our activities in this area reflect the values of the MindTHNR.
* Foster a positive working environment, encouraging teamwork, collaboration, excellent customer service and a positive value led culture.
* Identify and manage staff training and development needs, organising appropriate training programs to enhance skills and knowledge.
* Be responsible for ensuring mechanisms are in place to collect candid staff feedback to inform future People and Culture activity.

**Wellbeing**

* Define the wellbeing strategy, objectives and success measures to provide insight and ensure alignment and fit of wellbeing initiatives to the wider cultural strategy.
* Input into the H&S policy to ensure a fit for purpose culture that promotes safety of employees.
* Strategically design our approach to pay and rewards, healthcare and other benefits as a means of creating a culture of caring and work life balance.
* Ensure organisational standards are clear, well communicated and deployed.
* Define the employee engagement strategy, objectives and success measures

**Relationship and Stakeholder Management**

* Liaise with managers and leaders to ensure they are aligned with the overall cultural values and be willing to challenge these individuals where necessary to arrive at the best outcome for us.
* Measure benefit impact through cultural engagement surveys and use insights proactively to feed into continuous improvement.

**Budget and Policy Management**

* Manage budgets and forecast current and future costs for all People and Culture programmes.
* Be accountable for all key policies, training and compliance related to the People and Culture function.

**Innovation**

* Lead by example in creating a culture of innovation
* Stay abreast of the latest developments, best practices and trends in culture, wellbeing, equality, diversity and inclusion etc.to bring leading insight and expertise.
* Provide leadership and coaching to the Senior Administrator and occasionally, other colleagues
* Create strategies to improve the productivity and efficiency of staff.
* Be a member of the Leadership Team of MindTHNR and work in conjunction with the Chief Executive, Director of Services and other colleagues to develop and further the business interests of the organisation.
* Lead, develop and inspire the departments team members to achieve high performance standards in line with MindTHNR values.

**General**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and Values, Equality, Diversity and Inclusive principles and all organisational policies.
* Commitment to personal development and attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.

This post is subject to satisfactory references, one of which must be from your current or most recent employer, DBS and Right to Work checks.

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**Head of People and Culture**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within your supporting statement.

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|  |  | **Essential/**  **Desirable** |
| **Experience** | | |
|  | Hold a Level 5/7 CIPD qualification / FCIPD or equivalent | E |
|  | Track record of operating at a senior level to provide strategic people advice to an organisation of similar size and complexity | E |
|  | Relevant experience, underpinned by deep professional knowledge of developing complex workforce strategies | E |
|  | Demonstrable experience of driving innovative and forward-thinking ideas that challenge the ‘what we have always done’ mindset. | E |
|  | Strong experience of leading or being heavily involved in the planning and implementation of change strategies. | E |
|  | A successful track record of leading and facilitating major change and transformation programmes, including cultural change. | D |
| **Skills/Knowledge** | | |
|  | Highly skilled at leading cultural change and embedding practices that drive a progressive and dynamic people agenda | E |
|  | Outstanding diplomatic, influencing and negotiating skills to secure MindTHNR and confidence. | E |
|  | Ability to communicate to communities throughout Mind with the ability to engage and inspire. | E |
|  | Confidence and ability to constructively challenge across the organisation and within the senior leadership team | E |
|  | Entrepreneurial and commercial acumen; using data and insight to support our plans | E |
|  | Excellent knowledge of HR practice and methodologies | E |
| **Personal** **Characteristics** | | |
|  | Emotionally intelligent leadership style; open to feedback and learning | E |
|  | Model a values-driven approach |  |
|  | Able to work on own initiative and as a member of the team | E |
|  | An unwavering commitment to equality and diversity weaved into all your work. Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices. | E |
| **Other Requirements** | | |
|  | Ability to work outside of normal office hours if required and attend evening meetings | E |