

Job Description

Job title:	Head of People & Culture
Responsible to:	Exec Director of Corporate Services
Staff reporting:	HR Business Partner, Learning & Development Partner , Management of Chaplin Services
Location:	Working across all sites as required”
Hours:	35 (minimum of 3 days in office)
Status:	permanent
Pay Grade:	Grade I. Circa £60k

Context

YMCA London City and North (YMCALCAN) is an independent charity affiliated to the YMCA movement that was founded in 1844. Our work is based on the ethos of the international movement, and we work across some of London's most deprived boroughs in Islington, Haringay, Tower Hamlets, Newham, Barnet and Hackney as well as the City of London. It's a patch that over 600,000 young people call home.

We passionately believe that every young person should have the opportunity to build a future of their own choosing. Over 150 years we have helped shape over 100,000 young lives. We specialise in engaging those who are hardest to reach, creating aspirational settings and delivering a range of interventions that allow them to thrive.

We hold a specialism in youth homelessness offering 400 bed spaces including move-on accommodation. We deliver an extensive programme of interventions that supports a young person's physical and mental wellbeing and their transition to independence. We enhance this with facilities that benefit our local communities including a youth hub, community hubs, a fitness centres, community centres and through a programme of events.

YMCALCAN employs c3 of staff, across several sites, and has a small People team including generalist HR, HR administration, and learning and development. We are looking for a senior people professional comfortable flexing between strategic and operational responsibilities.

Job purpose:

- To lead on the development and implementation of the people and culture strategy for YMCA London and North, working collaboratively with Chief Executive, Directors and senior colleagues, with a business transformation objective to support the organisation in achievement of strategy, direction, and values
- To develop and manage a comprehensive HR service, including workforce planning, reward, performance management, talent management, employee engagement, learning and development, and change management, that delivers to strategy and direction
- To provide advice and guidance to the CEO and Directors on organisational development and cultural change, people strategies, policies, best practice, risks and HR governance

Duties and responsibilities

Strategy and organisational development

- Lead the development of the organisation's People and Culture Strategy, working collaboratively with CEO and Directors, and covering the full range of culture and people issues including organisational development; leadership and management development; equality, diversity and inclusion; resource planning; talent management; recognition and reward; internal communication and staff and volunteer engagement and morale, and change.
- Work in partnership with the CEO, Directors and senior managers to review and redesign services to meet future focus and needs, ensuring the redesigns take into account maximising potential within the workforce, and anticipating future skills and knowledge requirements.
- Lead the development, delivery and continuous review of cultural change activity, ensuring leaders and managers role model appropriate behaviours, and engage staff in service improvement and delivery, and build a clear vision and drive accountability.
- Lead on HR and OD change or improvement projects (e.g. reward, performance management, employee engagement, learning and development), working through and with colleagues at all levels.
- Keep abreast of legal, regulatory and best practice developments in all aspects of people management, employment, safeguarding, and organisational development.
- Participate in external HR and OD forums within the YMCA Movement and more widely.

Operational management

- Manage a high-quality business and people focussed HR service across the organisation, working through and with the HR team, and delivering policies, processes, systems and guidance to staff and managers. Identifying opportunities to use new technology and artificial intelligence to enhance service delivery and the employee experience.
- Ensure the provision of employment and volunteering policies and procedures in line with legislation, regulation and best practice, working with and through the HR team
- Manage and develop people data systems and analytics, identifying opportunities to use new technology, ensuring capture and analysis of people information to support business insights and decision making. Provide people reports for CEO, Directors, and governance level reports via the Director Corporate Services to the Trustee Board. Draft the people section of the annual report and financial statement.
- Work with the CEO, Directors and senior colleagues and manage the Learning and Development Partner to ensure the development of learning and development initiatives and Learning Management System that support the creation of high performing and engaged staff teams that deliver to business direction, objectives and values
- Work in partnership with Directors and senior managers to develop the approach to working with volunteers, including creation of new volunteering opportunities, and support to managers in management of volunteers.
- Ensure that the organisation's vision, mission and values are communicated and embedded across the organisation, so that it is a great place to work and to volunteer, and that it fulfils its responsibilities in line with current employment and good practice

- Coach leaders and managers to create and maintain a positive working environment with high morale, engagement and productivity for all (including volunteers)
- Work with the Director Corporate Services and Financial Controller to develop costed proposals and financial plans for people and culture, including annual budgets, change projects, and reward costs and future forecasts
- Work with the Designated Safeguarding Lead, Director Housing and Youth, and Director Community and Enterprise, to ensure the development and implementation of Safeguarding policies and practice through training, and that safeguarding understanding and attitudes are embedded across all levels of the workforce (directly employed, volunteers, contractors).
- Provide overall leadership and line management to the HR team, ensuring high quality performance management and development, and communicating and engaging with the staff team in relation to vision and direction.
- Lead on high profile or complex employee relations matters.
- Ensure systems and processes in place for meeting the requirements of data management for HR processes under of the General Data Protection Regulations (GDPR), Regulator requirements (Housing, OFSTED).
- Act as an ambassador for the organisation, and contribution to the wider YMCA Federation.
- Manage the Chaplin Service at LAH to ensure that this provides the appropriate level of support and well-being to residents and staff.
- Will be required to attend occasional evening or weekend meetings/events as part of the job role and also to support engagement with partners and communities.

DIMENSIONS

The working pattern will be discussed and set between the postholder and the Executive Director Corporate Services.

Regular supervision meetings will take place with the Executive Director Corporate Services and in turn with the directly line managed HR staff.

SCOPE AND LIMITS OF AUTHORITY

- Accountable for HRMIS systems and data management for the organisation, including provision of data analytics to support business decision making
- Accountable for ensuring compliance with employment legislation, both in policy and practice
- Accountable for ensuring compliance with GDPR in relation to HR systems, processes, document management and HR regulatory requirements (Housing, OFSTED)
- Management of the people and culture budget, including reward budget and forecasting
- Responsible for the management of the People & Culture team, working across sites.

Person Specification

Knowledge and Qualifications
Masters/Level 7 professional qualification in a relevant field (HR, L&D, OD) or equivalent through work and learning and membership of a professional body (ideally CiPD)
Evidence of continual professional development
Substantial experience across most areas of HR, including at least three of the following: employee engagement, talent management, performance management, learning and development, change management, and reward
Understanding of organisational development and cultural change and evidenced success in leading an OD or cultural change programme
Experience of successful development and implementation of strategy (HR, OD or other) aligned to business direction and values
Excellent understanding of current models and approaches, including business partnering, transformational change, and EDI
Knowledge of legal and statutory requirements pertaining to employment, safeguarding, and equality, including in relation to provision of public services
Financial management skills, including budgetary management, and ability to contribute to reward forecasting
Excellent knowledge of HR and people systems, including data management and the use of metrics to support business decision making
Experience in coaching and mentoring
Demonstrable experience in influencing colleagues and stakeholder groups
Skills and Abilities
Strategic and analytical thinking skills, and ability to flex between seeing the overview and ensuring attention to detail.
Strong verbal and written communication skills, including ability to present complex information to a range of audiences, and to draft complex documents and reports
Excellent interpersonal skills, with the ability to network, establish collaborative working relationships and influence a range of stakeholder groups
Excellent organisational and planning skills, including planning and delivery of a service and/or change projects to meet objectives and deadlines
Highly developed people leadership skills, including highly development employee engagement skills, including during periods of transformation and change
Ability to both lead and work as part of a team
Personal Qualities
Ability to model inclusive behaviours and practice which influence, motivate and inspire behavioural change
Ability to establish professional credibility quickly with colleagues and to interact effectively with staff, leaders and trustees at all levels and across all departments
Has an understanding of Christian Ethos and is able to value people of all faiths or none
A commitment to providing high-quality services
High level of self-awareness and commitment to own continuous professional and personal development
Commitment to equality, diversity and inclusion (EDI) and understanding of how it applies within this role

How to apply

Application is by way of CV and a Supporting Statement.

For an informal conversation about the role, please contact our recruitment partner, Simon Lloyd, Director, NFP Consulting.

E simon.lloyd@nfpconsulting.co.uk

M 07961988523

Applications will be reviewed, and interviews held, on a rolling basis.