

Trussell Trust Role Profile: Head of People and Culture



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| Directorate: | Operations and People |
| Responsible to: | Director of People |
| Responsible for: | People Partners |
| Salary: | c. £46,500 |
| Hours | Full-time (37.5 hours per week) |
| Based: | London, Salisbury or Home based |

Role outline

To define, plan and support delivery of an excellent Trussell Trust people experience, across all our audiences. Provide strong and effective leadership to the People and Culture Team and be responsible for driving the People Strategy activities that support the Trussell Trust's aims and objectives to achieve the vision to end the need for foodbanks in the UK.

Key Responsibilities:

- The Head of People and Culture will work across the organisation to inform and shape the strategic alignment of associated people activities.
- Advise the Senior Leadership Group and People and People and Culture board, via the Director of People, on legal compliance and risk mitigation, protecting the organisation's interests and reputation.
- Develop close working relationships internally and externally to enable a culture of collaboration, participation and inclusivity, working closely with the Director of D&I to be a strong advocate of EDI.
- To develop and promote pay, reward and employment policies which strengthen and support effective staff recruitment, retention, motivation, performance and career development.
- Ensure people processes are simple and fit-for-purpose and develop and utilise organisational HR information systems that inform management decision making.
- Engage proactively with leaders to develop resourcing plans and ensure that recruitment services meet organisation needs.
- Work collaboratively with the Head of Learning and Development and their team to provide professional expertise in the implementation of the talent review process which results in the creation of robust succession planning across the organisation.
- Engage with managers to build capacity and capability to deal effectively with employee relations matters, including clear and well understood policies, consistent, pragmatic and timely HR advice, and appropriate coaching and training.
- Work collaboratively with the strategic communications team to develop effective and timely employee engagement including effective use of the Staff Council.
- Reflect the values of the Trussell Trust, role-modelling leadership behaviours and acting as an advocate of the culture, diversity and inclusivity, ensuring it thrives throughout the organisation
- To lead on the people plan activities, aligning resources and managing budgets where appropriate
- Any other reasonable duties as specified by your line manager or members of the executive team to support the work of the Trust.

Person Specification

| Requirement | Measures of success (Key Performance Indicators) |
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| Significant experience of developing and implementing strategies and initiatives | Demonstrates experience of developing and implementing People Strategy initiatives |
| Professional qualifications | Member of CIPD; minimum level 7 qualification in people management and equivalent experience Committed to professional development |
| Outstanding communicator | Demonstrates outstanding written and verbal communication skills. Understands how to tailor communication for different audiences and circumstances. |
| Strategic thinker | Track record of creation and delivery of engagement strategies. Understanding of the tactical and practical elements that must come together for such a strategy to achieve its objectives. |
| Ability to lead and influence | Track record of leading change and/or influencing other to work differently and to new ways of working Strong leadership skills and management skills: motivating, inspiring, and encouraging; challenging and decisive Agile thinker: incisive; able to switch between strategic and tactical modes and to critically analyse information; open to change and new ideas; predictive and curious Strong communication skills: persuasive and influential; diplomatic; effectively builds rapport with individuals and groups; presents information accessibly and in a format appropriate to the audience |
| Excellent planning skills | Strong experience of devising plans to achieve growth and to achieve agreed results. Can demonstrate a track record of successfully involving others in this process |
| People Experience | Experience of developing and overseeing integrated people practices or interventions; strategies, policies, and systems Experience of embedding cultural and process change programmes Awareness of global and cultural issues Sound knowledge of UK employment legislation; confidence applying the principles to complex real-world scenarios |
| Leadership style | Demonstrates resilience, resourcefulness, flexibility and perseverance Demonstrates personal integrity and commitment to the values of the Trust Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds |