

Job Title: Head of People & Culture

Reporting To: CEO

Job Summary:

As the senior HR lead, the Head of People & Culture collaborates on the people strategy, culture and values, and is responsible for delivering them across MAAC. The role ensures MAAC attracts, supports, engages, develops and empowers employees and volunteers to perform effectively, live the charity's values and stay aligned with, and motivated by, its purpose.

The role spans strategic input, operational leadership and the oversight of all HR functions. The postholder leads an HR team of 3 people, supporting a staff team of around 180.

The Head of People & Culture will sit on the newly formed Senior Leadership Team (SLT) and provide expert advice and guidance on people matters to the Executive Leadership Team (ELT) and the rest of the charity. The new SLT management level has been set up to provide resilience to the Executive Leadership Team (ELT) and forms the interface between strategy and operational delivery. Each role on SLT leads a business function, ensuring the effective management of BAU alongside delivery of the annual business plan.

The role works closely with the Education & Training team in identifying and arranging learning and development for staff and volunteers.

Main Duties of the Post:

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of MAAC which may be amended from time to time.

Duties and Responsibilities.

Strategic Contribution

- Contribute to the people strategy for MAAC, working closely with the CEO and Deputy CEO.
- Implement the agreed actions and monitor progress of the people strategy.
- Further develop initiatives that strengthen organisational resilience and identify talent, including appraisals, performance management and Future Focus career development conversations.

Embed our culture

- Be an ambassador for our culture and promote our values.
- Monitor staff engagement and wellbeing through staff surveys and conversations.
- Undertake projects on the culture and values, as identified and agreed.

Lead the HR Team and Function

- Create a strong, cohesive HR team.
- Ensure key HR operations—including recruitment, onboarding, exits, appraisals, engagement and retention, wellbeing initiatives, employee relations, salaries, payroll and benefits, regulatory compliance, safeguarding, policies and procedures, absence management, people risks, ED&I and HR systems—are delivered to agreed quality standards.

- Lead and contribute to projects and initiatives that support organisational needs such as further development of the staff induction programme/process.
- Ensure the HR and Volunteering teams have key performance indicators and that annual plans are directly linked to strategic objectives.
- Oversee the management of Occupational Health (OH) outsourced services, ensuring effective OH support.
- Have managerial oversight of the Wellbeing Group and implementation of wellbeing initiatives and staff recognition activities.

Provide HR guidance and advice

- Provide clear, decisive and expert HR advice to MAAC, particularly supporting the CEO and ELT with people-related decisions, taking a considered view when needed.
- Equip and empower line managers to manage all aspects of people management effectively.
- Apply strategic judgement when managing complex situations.

Efficient and effective HR processes

- Review working practices to identify and deliver performance improvements.
- Increase efficiency by moving from paper-based processes to digital systems.
- Support the MAAC Digital Transformation Programme on behalf of HR.
- Establish an active case management process to improve organisational efficiency and effectiveness.

Contribute and be a key member of the new SLT team

- Contribute actively as a proactive and collaborative member of the SLT.
- Support agreed group decisions and actions.

Recruitment

- Ensure recruitment practices attract a high-quality, skilled workforce that performs in line with our values.

Safeguarding

- Ensure safeguarding policies and procedures relating to staff are regularly reviewed and compliant with legislation and sector best practice.

Learning and Development

- Champion the culture of continuous learning and improvement including training and development of plans/opportunities. Specifically lead on the development and delivery of programmes to improve and enhance management and leadership capabilities across MAAC.
- Work with the Education and Training team to design and deliver effective training, briefings and development sessions for managers, staff and larger groups.

Equality Diversity and Inclusion

- Lead the Equality, Diversity and Inclusion agenda.
- Ensure policies and practices are inclusive.

Policy development

- Hold responsibility for HR policies and procedures, ensuring they are legally compliant, accessible, regularly reviewed and aligned with best practice.

- Support managers to develop confidence and capability in applying people policies consistently, fairly and effectively.
- Provide professional input, scrutiny and people-focused assurance into organisational policy development and service improvement.
- Oversee/maintain the staff handbook ensuring regular review and update in line with legislation and best practice.

Management Reporting

- Provide regular reports for management purposes to show progress on the people KPIs.
- Provide reports for the Human Resources and Remuneration Committee and the Board.
- Provide monthly updates of people risks on the risk register.
- Move to the use of predictive analytics for reporting, in the future.

Other Duties

- Maintain confidential information in accordance with GDPR rules.
- Work closely with the Caldicott Guardian when appropriate.
- Oversee accreditation for Investors in People through the wider working group.
- Oversee the procurement of people-related products and services, ensuring value for money, quality and compliance with organisational processes.
- Attend Board and Committee meetings as required, preparing and presenting formal papers that provide clear assurance, insight and recommendations on people, workforce and culture matters.

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties.

CRITERIA

The successful candidate would be a strong team leader with solid senior HR operational management experience, who will create a cohesive HR team, and support development of the strategy, culture and values. The individual will be confident and capable to present at committee and Board meetings, and to attend and work with ELT, as required.

Qualifications & Training

Essential

- CIPD level 7. Chartered Member or Fellow of CIPD.
- Qualified to degree level.
- Evidence of continues professional development

Desirable

- A qualification in coaching, such as CMI or ILM, would be an advantage.

Knowledge/work and other experience

- Strong knowledge and experience of HR operations, UK employment law and best practices.
- Experience of leading teams to deliver objectives to quality, time and budget requirements.

- Experience of contributing to and implementing people strategies and policies that support operational objectives.
- Experience in managing areas such as ED&I, wellbeing and culture development.
- Experience in using HR systems and confidence in handling HR data and reporting.
- Ability to influence at all levels, build strong working relationships and challenge constructively where required.
- Significant experience working at senior level in a complex organisation.

Personal capabilities and values

- An excellent leader, with strong analytical, influencing, organising and communication skills.
- A leader who inspires and empowers their team.
- Positive and supportive, kind, pragmatic, open and honest.
- Responds to challenges calmly and thoughtfully.
- Resilient and able to remain professional, calm and effective when managing sensitive, complex or challenging people-related matters.

Style and motivations

- A can do, solutions focused, proactive attitude.
- Passionate about MAAC's purpose and values, their role and supporting people to do their best job.
- Ability and willingness to operate at both operational and strategic levels.
- Acts as a trusted advisor with integrity and credibility
- Collaborative and team orientated, with a commitment to building positive working relationships
- Resilient, calm under pressure and able to handle sensitive situations with tact
- Curious, forward thinking and committed to continuous improvement
- Demonstrates a strong commitment to equality, diversity and inclusion
- Commercially aware, with an understanding of how "People Strategy" drives the charity's performance

Other job requirements

- Full driving license and access to own vehicle.
- Able to work flexibly, sometimes outside of normal office hours.
- Undertake full DBS and immigration verification checks in line with MAAC policy and procedures.