



Senior People & Culture Manager (HR)

Reports to	Director of People and Culture
Hours	37.5 hours per week
Salary	£47,988.02 - £49,859.56 (Band J)
Contract	Fixed Term - Maternity Cover - 9 Months
Location	Remotely based with occasional travel across UK
Benefits	A generous package including 26 days holiday per year plus public holidays, employee pension scheme with 4% employer contribution, Cycle2Workwork scheme, 365 days a year and a Health & Wellbeing Programme

Who are we?

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

We work with organisations across the UK to transform the response to domestic abuse. We want what you would want for your best friend. We listen to survivors, putting their voices at the heart of our thinking. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And we challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, nearly 13,500 professionals received our training. Over 70,000 adults at risk of serious harm or murder and more than 85,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last four years, over 2,000 perpetrators have been challenged and supported to change by interventions we created with partners, and that's just the start.

Together we can end domestic abuse. Forever. For everyone.

Purpose

The successful postholder will be responsible for providing high quality generalist People & Culture (HR) services at SafeLives in conjunction with People & Culture Officer. The role will oversee the smooth running of key HR operations and you will be instrumental in building a culture amongst our employees that reflects our values through the provision of excellent People support.

You will provide and develop a range of comprehensive and customer orientated human resources services which support the implementation of SafeLives' People & Culture strategy. There will be a strong focus on supporting the embedding and development of our culture and behaviours; employee recognition and performance measurement/management; learning and development and developing management and leadership capability across the organisation.

You will be the lead operational HR professional, supported by the Director of People and Culture on strategic matters and a full-time People & Culture Officer on transactional matters. The successful postholder will also have access to external legal and HR consultancy support when needed.

Position context

This post is situated in the Central Team which is made up of People & Culture, Finance, Executive Personal Assistant Team and Project Management.

Responsibilities

1. Lead operational HR professional for overseeing smooth running of key HR operations and deliver business focused, generalist HR support and advice to the full SafeLives team to enable the planning and delivery of our vital work.
2. Responsible for monthly payroll sign off and bank signatory for payroll and other payments.
3. To support the Director of People & Culture with the implementation, and on-going review, of a new People Strategy, leading on or overseeing work in the appropriate areas.
4. To work with Directors and Heads of teams to support them with team plans, team dynamics, and enabling them to lead high performing teams.
5. Advise all managers on management practice and ensure managerial compliance with policies and procedures
6. Responsible for managing complex employee relations cases from first point of contact to final resolution. Supporting all parties involved in the process, providing appropriate guidance, documentation, and legal compliance.
7. Line management of the People & Culture Officer, ensuring they are well equipped to deliver their role and support the wider HR/Central team and colleagues to get the right information and response in a timely manner.
8. Have managerial oversight of the L&D, wellbeing, and recruitment budget.
9. To support the implementation of the performance management policy, in particular overseeing the appraisal process, ensuring they are conducted consistently, offering training, support and guidance as required, ensuring continuous improvement,
10. Have managerial oversight of the starter and leaver process (DBS checks, Occ Health referrals, inductions and exit interviews) and analysing information received.
11. Work with a dispersed workforce to ensure high levels of engagement and identify and address issues and solutions related to employee engagement, mental health and wellbeing.
12. Advise on existing policies and procedures and develop new policies if required
13. Liaise with external HR consultancies or legal advisors to ensure the organisation receives appropriate advice and support and coordinate actions arising.
14. Oversee the management of the contractual paperwork processes and ensure that all required documentation or authorisations are issued, obtained, and that these are stored accurately and centrally.
15. Reporting on HR Statistics and other qualitative data on a quarterly basis and using staff data to support the development of revised or new policy and practice.
16. Advise and provide support for disciplinary/competency processes to all parties involved in these formal processes from start to finish.
17. Lead on project work and other HR support as required with particular focus on continuous improvement of the HR service provided.
18. Maintain an accurate and secure audit trail of all relevant communication and ensure that all work is compliant with data protection law.
19. To engage in a constructive and effective way with all survivors of abuse, through calls to the office, Pioneer interaction, colleagues and any other interaction we have in our day to day work
20. Undertake any other duties as may reasonably be required.
21. Takes responsibility for promoting and safeguarding the welfare of the children and/or adults at Risk and/or survivors of domestic abuse that they are responsible for, or comes into contact with, in line with the SafeLives Safeguarding policies

Person specification

Experience Required

1. Proven ability to deal with the full range of generalist HR issues, in particular reward and recognition, learning and development, performance management, recruitment, and employee relations
2. Experience of implementing effective Equity, Equality, Diversity and Inclusion policies and processes

3. Experience of working at Management or equivalent level
4. Confident dealing with range of internal and external senior stakeholders
5. A calm, organised, and logical approach to work.
6. A true generalist background, with a proven track record of delivering effective change initiatives and implementing innovative solutions.
7. Strong working knowledge of employment law issues and the ability to apply these to a variety of situations using a pragmatic and common sense approach.
8. Experience of working to a budget.
9. Experience of working in the not for profit/charity sector is advantageous as is experience of working with a dispersed workforce.

Skills Required

1. CIPD qualified to level 5 or equivalent professional experience

Competencies

Delivering quality

- Self-starter with the ability to use initiative and judgement to identify problems and propose solutions
- Good organisational skills including the ability to manage multiple projects and meet tight deadlines
- Takes responsibility for own workload, acts on own initiative, seeks feedback from others, evaluates own performance and then acts upon it
- Tries out new ideas and ways of working and identifies and shares learning.

Teamwork

- Works effectively as part of a team to deliver shared objectives and to build team spirit
- Supports colleagues in demanding situations, recognises the importance of well-being in self and others, accepts help and support from other team members
- Listens to the views of others

Communication & Relationship management

- Builds and maintains good relationships with a range of internal and external stakeholders
- Speaks and writes clearly and effectively and in a timely manner to both internal and external audiences
- Tailors communication to suit the audience

Influence

- Inspires confidence and trust– demonstrating high standards of integrity, honesty and fairness
- Actively engages the knowledge, ideas and contributions of others.

Innovation and creativity

- Looks for ways to improve current practice
- Tries out new ideas, working practices and technologies to improve own ways of working

Teamwork and collaboration

- Understands the benefits of teamwork and contributes willingly
- Works towards shared objectives
- Shows flexibility and works with collective decisions

Communication and relationship management

- Uses appropriate techniques to influence others
- Communicates professionally internally and externally, both written and verbal
- Builds good relationships with a range of suppliers and external stakeholders to improve service delivery
- Maintains confidentiality

Self-management

- Plans and prioritises work effectively, with the ability to manage complex projects and multiple deadlines
- Takes responsibility for own workload.
- Is solution rather than problem focussed

- Flexible approach when dealing with colleagues and external stakeholders

Goal orientation

- Demonstrates an understanding of how their own role contributes to achieving SafeLives' goals
- Is responsive to change which helps achieve goals
- Pursues tasks/goals with energy, drive and need for completion

Equality and Inclusion

SafeLives is committed to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexuality, gender identity, marital/civil partnership, pregnancy/maternity and working patterns. We are keen to have staff that appropriately represent all the communities we serve as an organisation.

Lived Experience

We believe there is no 'them and us' in domestic abuse and recognise that applicants may have direct or indirect experience of their own, whether disclosed or not. We are committed to placing lived experience of domestic abuse at the heart of all we do, and colleagues who chose to share their personal expertise can do so openly and with organisational support. If there is any discussion during the recruitment process regarding a candidate's personal experience of domestic abuse, it will be treated confidentially and will not be shared outside of the interview panel/Human Resources.