



People Partner

Candidate Briefing pack





Dear Candidate

Thank you for your interest in becoming a People Partner at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As a People Partner, you will report to the Senior Organisational Change Manager. Your role will be to work in partnership with directors and their managers, supporting and influencing the delivery of services, particularly in relation to people management.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

Joanna Gillespie
Head of People & Culture



The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy, and care needs
- Online information and support via our Bumps Happen hub and publications.

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and

education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail, and soft play areas.

We run a non-maintained special school for children with complex education, health, therapy, and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 500 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, retail, operations, and centralised support functions such as finance, HR, fundraising and communications.





Description

Job Title	People Partner
Reports to	Senior Organisational Change Manager
Direct reports	None
Level	People Partner
Location	Tadworth, Surrey
Salary	£42,500
Hours of Work	37.5hrs per week
Working Pattern	Monday to Friday - Support Staff core hours are between 08:00 – 18:00
Hybrid Working	Available for this role, 60 – 40 split with 60% being office based on site. This is a non-contractual informal arrangement; the role holder must be flexible and may be asked to change days to come into the office. Anything outside of this is considered flexible working e.g. fixed day working from home.
DBS	Enhanced with Child Barred List

Job Purpose

The role of the People Partner is to work in partnership with directors and their managers, supporting and influencing the delivery of People Team services (including employees and volunteers), particularly in relation to people management. You will provide HR coaching and consulting that delivers People and Culture best practice and commercially focused HR/People advice.

You will proactively support leaders and managers to develop forward planning and good management practice with a focus on increased staff engagement and good performance from all staff. The People Partners will be expected to drive initiatives that not only attract top talent but also foster a culture where employees feel valued, engaged, and inspired by our unique Employee Value Proposition (EVP).

You will also help raise knowledge, capabilities and confidence of managers and support and drive initiatives and projects that add value to the area and are in line with the overall values of The Children's Trust.

Duties and Responsibilities



Skills and Responsibilities

- Work closely with the Senior Organisational Change Manager and the other People Partners to ensure that all employees, volunteers and trustees are supported and treated fairly
- Support the Senior Organisational Change Manager in ensuring that the People Team achieves its wider organisational goals
- Promote a positive, inclusive workplace that values diversity and supports the wellbeing of employees, volunteer and trustees
- Assist in the streamlining and automation of processes to improve operational efficiency
- Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

Employee Relations Case Management

- Provide expert advice and support on employee relations matters, including performance management, conduct and conflict resolution
- Manage disciplinary, grievance and attendance issues
- Support managers in navigating sickness management procedures, ensuring fair and consistent application of policies while prioritising employee well-being and a smooth return-to-work process, including conducting return-to-work interviews.

Talent Management

- Contribute to talent acquisition, development and retention strategies, including performance management and succession planning and early entry pathways
- Identify career paths and other opportunities for talent development such as supporting graduates, apprentices and other initiatives

Organisational Development

- Support organisational design, change management, culture and engagement and the implementation of new HR policies and procedures
- Support managers and teams to adapt to organisational change

Training and Development

- Assist managers with effective performance management techniques, including goal setting, feedback delivery, and performance improvement plans.

Payroll

- Resolution of pay issues
- Evaluation and benchmarking of new roles
- Assist with the annual pay review



HR System

- Work with the People Team Reward & People Insights Manager to analyse and support with the preparation of the annual Gender Pay Reporting and action planning.
- You will support with the development of the HR System / implementation and assist with any changes to HR processes linked to the system changes.
- You will be responsible for managing SelectHR (including OH) and all People Partnering responsibilities linked to the systems.

Strategy and Change

- Contribute to strategies that will effectively communicate the employee value proposition (EVP) both internally and externally.
- Gather insights from employee feedback and market trends to inform and strengthen the EVP (including Exit and attrition analysis)
- Embrace digital transformation and the ethical use of AI with a focus on optimisation of HR processes

Automation & Digitisation

- Streamline People Partnering processes through the adoption of digital solutions
- Where possible implement AI technologies to automate routine tasks, enhancing overall efficiency
- Explore and implement the use of AI-powered tools

Policies and procedures

- Ensure compliance with employment legislation, company policy and best practice
- Ensure that all HR policies and procedures are up to date and in line with current legislation
- Ensure that policies changes are communicated and understood.

Management of self and others

- Emotionally resilient when managing competing demands and conflict
- Organised and focused when under pressure
- Responds constructively to feedback
- Motivates self and others

Professionalism

- Proactively takes action and raises concerns where required.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.



- As a member of the People Team, you will be expected to support at least one Children's Trust event annually. This may include fundraising events, staff gatherings or activities for the children and young people. (Should these events take place outside of regular working hours, including at the weekend, time off in lieu will be provided).

Health and Safety

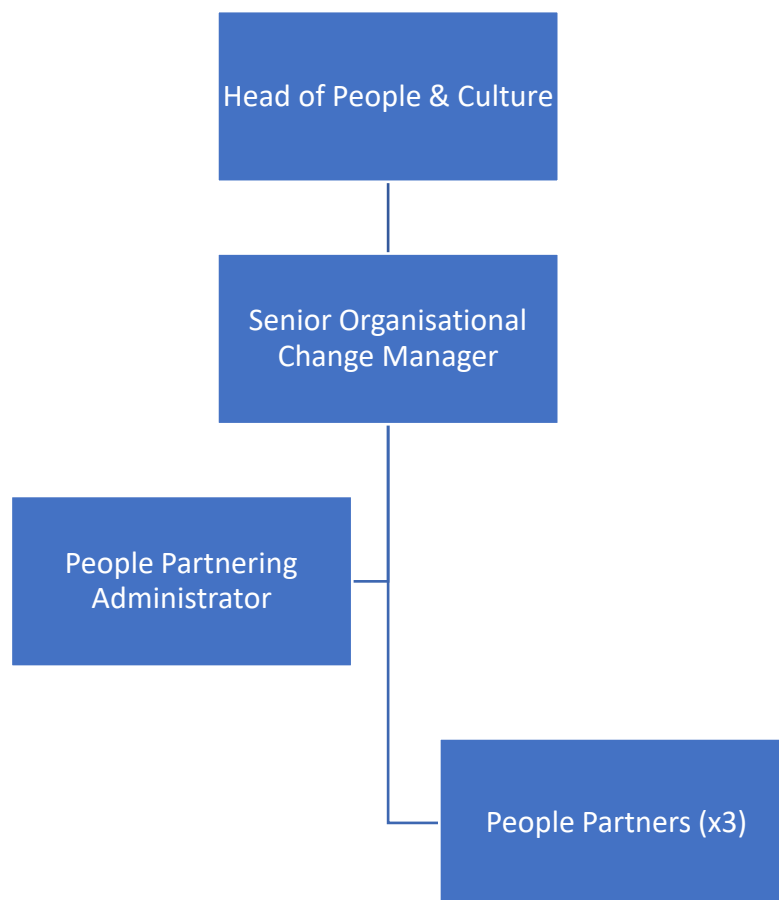
- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.



Organisation and Structure





Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	Degree level education CIPD qualification or equivalent experience	Desirable Desirable
Experience	Excellent working knowledge of employment law with the ability to apply it practically to workplace situations Excellent understanding of HR best practice and ability to apply this to employee relations cases Experience of performance management and working in accordance with policies and procedures Experience of working in a People team environment Experience of working in HR capacity within a healthcare environment Proven track record of building strong relationships with managers and senior leaders Proven track record of successfully dealing with employee relations issues Proven track record in successfully dealing with Organisational change	Essential Essential Essential Essential Desirable Essential Essential
Skills & Abilities	Excellent written and verbal communication skills Strong accuracy and attention to detail Excellent organisational and time management skills Professional, confident, and approachable manner Ability to convey ideas and advice clearly and appropriately, even in challenging situations Strong team-working skills Ability to work independently while handling confidential information with discretion Ability to use initiative effectively Proficiency in Microsoft Office applications (Outlook, Excel, Word, PowerPoint, Teams)	All Essential
Knowledge	Knowledge of HR processes, policies, and employment legislation	Essential
Personal Qualities	Commitment to the vision and values of The Children's Trust Flexible and 'can do' attitude to competing commitments in workload Highly motivated and reliable Ability to cope working in a demanding environment	All Essential



Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

Equity, Diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity, and inclusion (EDI) across all levels of the organisation. For further information,

see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-Inclusion>

To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity, and inclusion to be at the heart of everything we do, and our people, services, and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met -

including an LGBTQIA2S+ group, Ethnic Diversity Group, and Spark – our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact, and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

