

# WHAT'S THE ROLE?

## HEAD OF PEOPLE - LEARNING, ENGAGEMENT AND EXPERIENCE

I lead the development and delivery of learning strategies, approaches and interventions. I provide people-centric strategic leadership across the organisation in the areas of people and volunteer experience. As part of the senior people team, I contribute to the development and delivery of truly inclusive and dynamic people development and culture strategies which ensure the continued growth of the organisation particularly focused driving learning, employee engagement, and volunteer experience.

### AS PART OF YOUR ROLE YOU'LL...

- Lead a strong team of capable managers who specialise in their fields of learning, engagement and volunteer experience.
- Develop and ensure successful implementation and launch of a learning and development strategy that aligns to the strategic and operational capability needs of the charity at all role levels.
- Be accountable for the delivery and optimisation of the Delivery and Development plan (internal annual objective setting and review) cycle.
- Design and own the delivery a series of interventions that develops of our senior leaders, colleagues and volunteers enhancing our capability to deliver our strategy.
- Lead the development of a suite of psychometric tools that enhances our learning offer and aids individual and team ways of working– e.g. Insights Discovery, relevant Leadership Models.
- Continuously review and evaluate People Experience and Culture activities to ensure they remain relevant to changing organisational needs and are aligned to other support functions/operational strategies working closely with the Head of People Partnering and Operations.
- Lead the development and implementation of a strategic internal communications plan that ensures all colleagues and volunteers are connected to our work reinforcing our values and culture.
- Own the cycle of gaining feedback from colleagues and volunteers and drive the action planning process to ensure that progress and improvements are achieved.
- Work across Directorates to ensure we achieve consistent people and volunteer experience.
- Lead the design and management of systems and processes that deliver a great experience, ensure all interventions are measured and evaluated effectively building learning into subsequent activities.
- Act as the key stakeholder in crisis communications and business continuity planning ensuring external best practice is threaded through all people and volunteering our work.
- Coach and develop your team to achieve fantastic results and progress their skills and capabilities.

- Build strong collaborative working relationships across our senior leadership team.
- Work with an in-depth network of external suppliers and partners that can support the delivery of our work.

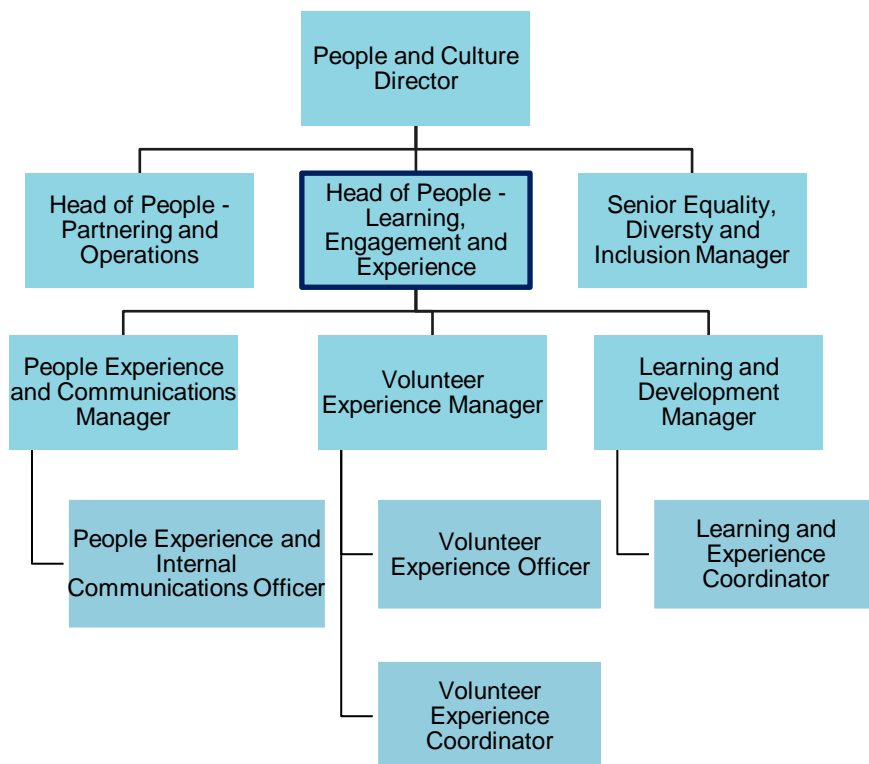
## WHO YOU ARE

- An experienced people leader with a strong track record of leading the development and delivery of impactful People Experience and Culture strategies, including learning and leadership development interventions ideally within the charity or not for profit sector.
- Strategic and operational thinker and leader able to articulate clear aims and rationale to shape longer term plans and see these through to operational delivery.
- Experience of leading internal communications around change management programmes, often involving highly confidential and sensitive information.
- Experience of working with volunteers and delivering a great volunteer engagement experience.
- A people centric leader that people warm to and can easily connect with people from all walks of life. You put our people at the heart of everything you and your team do. You're tuned in to the changing world around us and understand how this could enhance - or derail - our People strategies.
- Passionate about organisational development, have a good understanding of the employee lifecycle and can demonstrate input to developing culture and improving people experience.
- Exceptional interpersonal and communication skills, and able to comfortably operate and lead in a multicultural and multistakeholder organisation.
- A natural relationship builder, able to work collaboratively, balancing operational and strategic responsibilities - rolling up my sleeves is something I'm used to and comfortable with whilst I'm also comfortable presenting to the Leadership Team or the Board.
- Role model our organisational values and behaviours and fostering an inclusive culture, championing diversity and inclusion across the organisation and beyond actively leading on our commitment to equity, diversity, inclusion and allyship
- You're comfortable moving at a fast pace and can adapt quickly to changing situations.
- A qualification or equivalent work experience in either:
  - A recognised qualification in organisational development, learning and development or human resources (CIPD)
  - An Internal Communications accreditation (IoIC accredited Diploma or CIPR diploma)
- Working knowledge of standard IT packages including Microsoft Word, Excel and PowerPoint and technology packages that support learning interventions.
- Actively leads on our commitment to equity, diversity, inclusion and allyship.

# YOUR ROLE: THE NUTS AND BOLTS

- Your line manager:** Director of People and Culture
- Pay Band:** 6A - Head
- Contract:** Permanent
- Hours:** Full time - We're happy to consider requests for flexible working through our hybrid policy.
- Budget:** This role is assigned a budget which varies annually
- Location:** Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office four days a month (ideally once a week) and we may need you to come in for specific meetings.

## WHERE DOES MY ROLE FIT IN THE ORGANISATION?

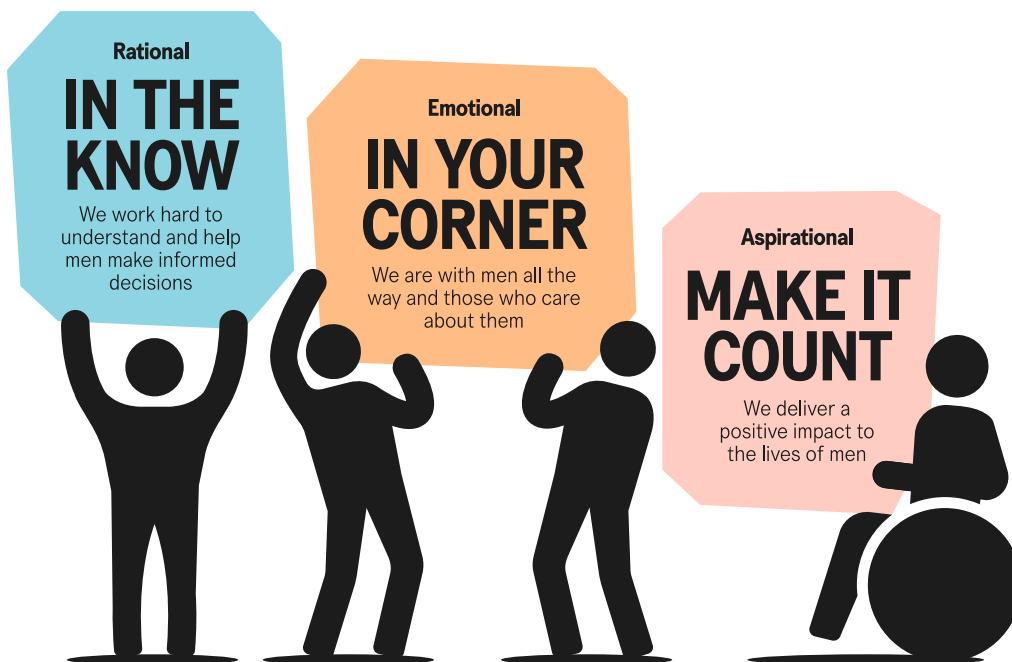


# OUR CULTURE

## VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

## OUR VALUES



## OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
<b>GENEROUS WITH KNOWLEDGE</b> Switched on and well-connected, we share our expertise and make informed decisions.	<b>GOT YOUR BACK</b> Unembarrassed and reassuring, we listen, understand and stand up for those in need.	<b>DO WHAT MATTERS</b> Impossible to ignore, we focus on what matters to drive results and maximise our impact.
<b>NATURALLY CURIOUS</b> Constantly learning and hungry for knowledge, we challenge and push for answers.	<b>OPEN TO ALL</b> Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	<b>NEVER SETTLE</b> Fired up and determined to make a difference in everything we do – and driven to give our best.