



BATTERSEA

HERE FOR EVERY DOG AND CAT

RECRUITMENT PACK



Head of Human Resources - Battersea London

For over 160 years Battersea has been here for dogs and cats, and the need for our services, expertise and impact for animals has never been greater. At Battersea we provide expert care to dogs and cats who need us by rescuing, rehabilitating and rehoming animals at our three centres across the Southeast by our c600 staff and 600 volunteers – we have cared for over 3 million vulnerable animals. We also share our knowledge and resources with animal rescue organisations around the world through our Academy and grant making Global Programmes, and campaign tirelessly to make things better for dogs and cats; sharing our expertise and educating the public and policymakers about responsible pet ownership.

Our Human Resources directorate is made up of the HR and the Learning & Organisational Development (L&OD) teams. Both teams work collaboratively to support the delivery of the organisational strategy and create positive impact for cats and dogs through our people and culture. Battersea's Human Resources team provides expert advice, guidance and specialist support through partnership working with managers, teams and people across the organisation. Battersea is way ahead of the sector when it comes to Employee Engagement – and our team works hard to keep us there. Our work involves everything from business partnering, diversity and inclusion, payroll, resourcing, to HR systems, in order to create positive employee experiences as we attract, retain and develop our people to be the best they can be, and support the organisation to achieve its strategic objectives so we can be here for more dogs and cats.

Your Application

Your supporting statement is a very important part of your application. We cannot make any assumptions about your knowledge, skills and experience so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and our values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. We are looking for evidence that you can thrive in the role advertised.

We are committed to providing equality of opportunity and valuing diversity for all current and prospective employees, volunteers and Trustees. We aim to ensure that this commitment, reinforced by our values, is embedded in our day-to-day working practices and our work together. We would particularly welcome applications from black and minority ethnic and disabled candidates, who are currently under-represented at Battersea.

Battersea's approach to diversity

Battersea is here for every dog and cat and has been since 1860. We care for animals unconditionally, and we do not judge the owners of pets that need our help. It is this commitment which brings us together as an organisation, and we take great joy and pride in that.

We were founded by a female pioneer, Mary Tealby, who was unafraid to confront convention at a time when women leaders were rare, and animals were not universally loved. Her willingness to challenge the status quo is part of the legacy she leaves with us today, and we celebrate the impact we have made so far because of her vision.

We are ambitious to do more, including helping new populations of animals in new places beyond our centres; and we know we must adapt to the evolving world around us, harnessing the skills, experience, and creative thinking of a diverse workforce to help greater numbers of animals and deliver the impact we all aspire to. And we know that an inclusive environment, where we welcome different perspectives and where employees and volunteers are empowered to be themselves, will ensure we continue to thrive.

We strive to create lasting change for animals and the people that care for them and believe that creating a truly diverse and inclusive Battersea, which is proudly open to all, will be essential in our mission to deliver greater impact for dogs and cats everywhere.

Our values

Our Values describe what's important to us all at Battersea and what we can expect from each other in all our interactions and in our work, as individuals, as teams, and everyone we come into contact with.

CARE - We care wholeheartedly about our mission to be here for every dog and cat, and the work we each do to achieve this

EXPERTISE – We are experts at what we do, focusing on continual improvement, learning and growing our expertise, so that we can all be the best we can be

DETERMINATION – We stay focused and solve problems to achieve our goals and our mission to be here for every dog and cat

RESPECT – We treat one another with respect, just as we treat every dog and cat with respect

INCLUSION – We champion diversity in all its forms, so that everyone can be themselves and feel valued and included

COLLABORATION – We understand that by working together across teams and with our partners, we achieve more for dogs and cats

Data Protection

The information you provide in your application will be used by Battersea Dogs and Cats Home (Battersea) to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Battersea) and will not share your data with any third parties for their marketing purposes. We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our Job Applicant Privacy Notice or contact our Data Protection office at DataProtection@battersea.org.uk

Job Description: Head of Human Resources

Job Title:

Head of Human Resources

Location:

Battersea London with occasional travel to other sites. This is a hybrid role, with a minimum of 50% office based working

Hours:

35 per week

Duration:

Permanent

Responsible To:

HR Director

Responsible For:

Direct: HR Business Partners, D&I Business Partner, HR Systems & Payroll Manager
Indirect: HR team

Works With/Key Contact:

Head of Learning & Organisational Development (L&OD), Head of Volunteering, Head of Compliance, Internal Communications team, Directors and Senior Leadership Team (SLT), external service providers and consultants

Salary & Grade:

Grade B1
£69,000

Main Purpose of the Role

Work with the HR Director, Head of L&OD, Directors and senior colleagues across the organisation on the planning, implementation and embedding of Battersea's People Strategy, providing strong and inspiring leadership to the HR team to ensure a proactive, values focused and valued HR function that is a key enabler of the strategic and operational priorities of Battersea.

Overall Objectives

- Lead the HR team to provide a proactive and customer focused HR service working in partnership with Directors and Senior Leaders to deliver their people priorities.
- Work closely with the HR Director and Head of L&OD to plan and deliver Battersea's People strategy which enables the delivery of our new organisational strategy.
- In collaboration with Head of L&OD, identify OD and change priorities arising from the organisational and directorate strategies and plans, providing expert consultation and guidance on OD and change initiatives and oversee the HR & L&OD teams to develop plans to address these.
- Provide HR expertise and leadership on significant cross-organisational initiatives, for example Battersea's Data Strategy and Diversity & Inclusion Action Plan.
- Be an active member of Battersea's organisation-wide Senior Leadership Team, ensuring strong, collaborative and effective relationships and joint working with senior colleagues and their teams.

Responsibilities

Approx % of time

Provide inspiring strategic leadership to the HR team, ensuring it has clear objectives and associated work plans, performs to the highest standards and continues to be seen as a proactive, inclusive, customer focussed, trusted and valued partner and advisor to colleagues across Battersea at all levels 25

Line manage, develop and support the HR Business Partners, enabling them to continue to add senior level strategic value to their business areas, and to wider organisational and HR related projects and plans.

Build a strong Employee Value Proposition to attract and retain talent at Battersea, develop our current and future leaders and give all staff the opportunity to reach their full potential.

Ensure that in addition to compliance with relevant statutory and regulatory standards and appropriate, timely, effectively risk managed management of Employee Relations issues, our people policies, processes and procedures support Battersea's culture and values.

Work with the HR Director, Head of L&OD, Head of Volunteering and other senior colleagues across Battersea to plan and deliver our organisational People Strategy. 25

Plan, develop and manage the delivery of HR projects which support the delivery of the organisational, people and departmental strategies and other emerging priorities.

Provide HR expertise and leadership on complex strategic organisational change (e.g. Battersea's Data Strategy), working with the HR Director, Head of L&OD, HR Business Partners, and senior colleagues across Battersea to ensure effective planning, implementation and embedding, including identifying and managing the transition to appropriate target operating models and diagnosing organisational development priorities and plans to address them.

Manage and support the D&I Business Partner with the ongoing development of Battersea's Diversity & Inclusion plans, and their implementation and embedding into the HR team and wider organisational ways of working. 10

Be an active visible champion of D&I, engaging senior colleagues and staff at all levels to help us to become a truly diverse and inclusive organisation.

Lead on employee reward for Battersea, ensuring that pay and benefits are fit for purpose, respond to Battersea's organisational needs, enable us to attract and retain high quality staff, and are robust and legally compliant, while ensuring effective cost controls. 10

Work with the Head of L&OD to develop recognition and performance & development frameworks that enable and embed Battersea's values and desired culture.

Ensure that meaningful people management information is collected and evaluated, using data insights to enhance engagement and to inform decision-making and planning across Battersea

Be an active, engaged and collaborative member of Battersea's Senior Leadership Team, with a deep understanding of senior managers' business priorities and challenges and work with them to enable them to achieve their objectives through excellent people management - providing strategic advice, constructive support and challenge where appropriate to help maximise their success. 10

Role model Battersea's culture, behaviours and values in interactions with colleagues across the organisation.

Have operational responsibility for Safeguarding, working with the HR Director to ensure a strong and supportive safeguarding culture with appropriately robust systems, processes, understanding and engagement across Battersea. 5

Prepare and present timely and accurate management information, written reports and budgets (including annual departmental budgeting) to Trustees, the People Committee, Directors, Senior Managers, and external bodies to support appropriate decisions and actions. 5

Ensure all HR processes are Lean, business focused and maximise the capability of digital systems. Embed a culture of accountability for continuous process improvement within the HR team. 5

Manage and support the Payroll and Systems Manager to ensure the accuracy and timeliness of the monthly payroll process, and all related processes in our HRIS (Ciphr), in line with relevant statutory obligations.

Manage the effective identification and selection and oversight of HR service providers and consultants, ensuring that contracts and service delivery meet specified requirements, are effective and value for money <5

Understand UK, sector-wide and wider emerging HR issues, assessing their implications for Battersea and advising on/developing appropriate organisational approaches. <5

Represent Battersea within the sector, and more widely where relevant, developing and maintaining a network of external contacts for effective engagement and collaboration.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

Person Specification

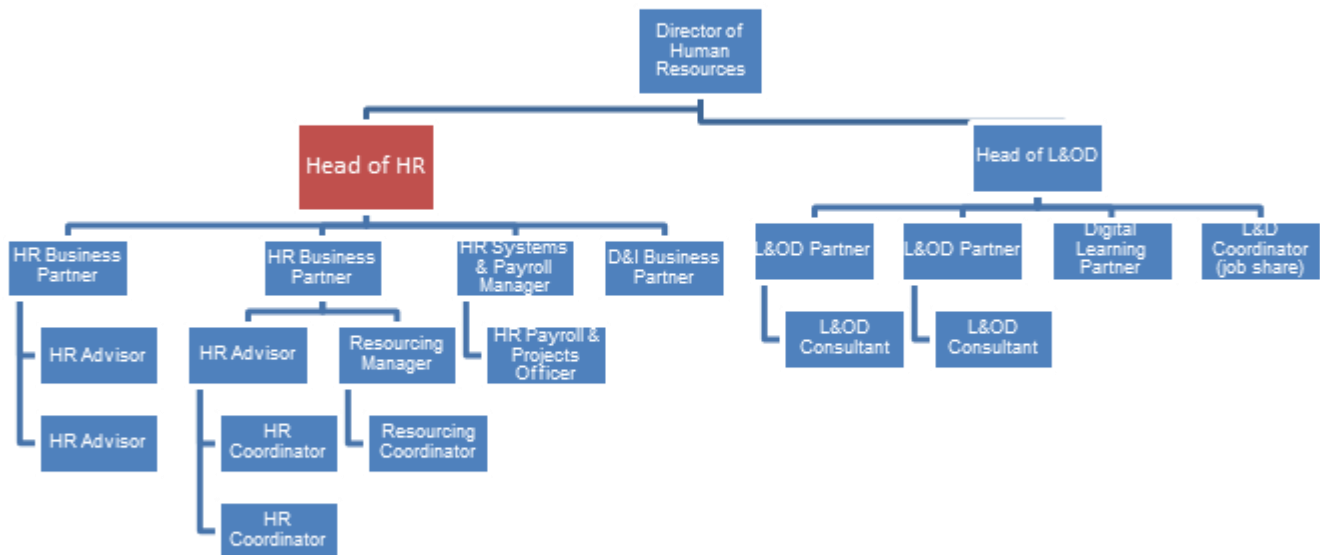
Essential

- Proven experience in a senior HR leadership role including strong experience of successfully inspiring, leading, managing, and developing a high performing HR team
- MCIPD or equivalent professional experience
- Experience of developing and implementing People Strategies and associated high-level business plans that are aligned to supporting the organisational strategy
- Proven experience of understanding organisational priorities and challenges and delivering effective outcomes, with a comfort to explore new ways of working.
- Ability to quickly understand a range of functions and their specific needs, develop relationships with senior leaders and build rapport to influence and facilitate strong effective outcomes.
- Strong track record of successful planning, implementation and embedding of large complex organisational change programmes, with strong project management skills
- Confident using digital technology, continuously improving existing technology and considering new digital innovations that can enhance HR processes, employee engagement and experience.
- A well-developed understanding of reward structures and approaches and their appropriateness for different organisational settings
- Experience of identifying and implementing appropriate target operating models and working in partnership with a Learning function to address organisational development needs
- Highly numerate with strong experience of developing and interpreting reward data, planning and managing a substantial organisational HR budget, and using data insights to inform plans.
- Experience of developing and implementing successful and impactful cross-organisational diversity and inclusion initiatives
- Extensive experience of managing complex employee relations casework with a strong understanding of relevant employment law and recent case law outcomes
- Excellent written and oral communication skills with extensive experience of writing and presenting impactful complex reports and presentations to senior audiences
- A flexible approach to managing, prioritising and delivering multiple complex issues and tasks in a complex and changing environment with tight deadlines, comfortable working with ambiguity, managing risk, and anticipating and solving problems
- Experience of keeping up to date with and applying good practice in your role and encouraging those that you manage to do the same
- Strong commitment and alignment to the vision, mission and values of Battersea

Desirable

- Experience of providing organisation-wide safeguarding guidance, support and advice
- Experience of working in an organisation with a mix of site-based frontline service delivery employees and hybrid office-based employees.

Position in the team



Employee Benefits

We offer our employees a wide range of benefits to reward them for the value that they bring to Battersea, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Battersea has been verified as a truly flexible workplace by Flexa for 2024-2025. You can find out more about our flexible working benefits via our [Flexa Page](#).

Pension Scheme

Our group personal pension scheme is available to all employees. New employees will be auto enrolled into our pension scheme in their second month of employment, if they meet the eligibility criteria, at our standard rate of 2.67% employee contribution, 5.33% employer contribution. The following month, new starters can choose to increase their contribution rates and so benefit from a higher employer contribution of up to 10%. Because the GPP pension scheme is a salary sacrifice scheme, Battersea will also invest approximately 50% of the savings it makes on Employer National Insurance Contributions into your pension plan.

The contribution levels are as follows:

Employee contribution	Battersea contribution
2.67%	5.33%
3%	6.2%
5%	10.3%

Example of monthly pension contributions for salary of £20,000:

Employee contribution	Battersea contribution	pension
2.67% = £44.50	5.33% = £88.83	
3% = £50.00	6.2% = 103.33	
5% = £83.33	10.3% = £171.66	

Annual Leave

Employees are entitled to 28 days annual leave (pro-rata for part time employees and in the first year of employment), rising to 29 days after 5 years and 30 days after 10 years employment. This is in addition to eight days paid public holidays every year.

Health Cash Plan

Battersea offers a healthcare cash plan free of charge to all employees, using a provider called Simply Health. This cash plan enables employees to claim 100% of the costs of everyday healthcare, such as dental treatment, eye tests, glasses, contact lenses, physiotherapy, chiropody, osteopath, chiropractor, health screening and much more, up to annual limits.

Gym Membership

Employees who choose to join the Cash Health Plan can get discounts of up to 20% off a range of independent and chain gyms, including Fitness First, LA Fitness, Virgin Active and David Lloyd.

Season Ticket Loan

Interest free season ticket loans are available to all employees after two months of employment with Battersea.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to save up to 40% of the cost of the purchase of a bike and safety equipment, up to a maximum value of £2,500 including VAT, by

having this cost recovered from salary over a 12-month period and so saving tax and National Insurance on this cost.

Paid Maternity Leave

All pregnant employees are entitled to up to 52 weeks' maternity leave regardless of length of service. Employees who have worked with Battersea for more than 12 months by the time their baby is born receive enhanced maternity pay of 12 weeks full pay, with the remainder of their maternity leave being paid under Statutory Maternity Pay arrangements.

Paid Paternity Leave

Fathers to be or employees who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay.

Employees who have worked for Battersea for more than 12 months by the time their baby is born receive enhanced paternity pay of two weeks full pay.

Employee Assistance Programme

We offer an Employee Assistance Programme to all employees free of charge. It offers completely confidential and impartial support, information, and counselling service to employees on legal, financial, debt management and emotional issues.

Life Insurance

All employees are covered by our life insurance scheme, which provides a nominated beneficiary/ies with a lump sum equivalent to four times the employee's salary in cases of death whilst in employment at Battersea.

Uniforms for all Operational Employees

Free uniform is provided for all operational and clinic employees.

Veterinary Treatment of Employees' Ex-Battersea Animals

We provide cost price veterinary treatment for employees with ex-Battersea dogs and cats.

Discounted Pet Insurance

We offer employees a 20% discount off the cost of Petplan insurance.

Discounts in our Shops

We offer our employees a 25% discount in our shops.

Professional Membership Fees

After two months service, employees in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year up to a maximum of £400.

Sabbatical Leave

Employees who have worked with us for five years or more can request six months unpaid sabbatical leave for personal or professional development, such as learning new skills or travel.



Battersea Dogs & Cats Home is a charity registered in England and Wales (206394)
Registered Office: Battersea Dogs & Cats Home, 4 Battersea Park Road, London, SW8 4AA.