



DIRECTOR OF PEOPLE AND CULTURE

Information Pack

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ABOUT ISLAMIC RELIEF WORLDWIDE



Islamic Relief is a faith-inspired humanitarian aid and development agency working to save and transform the lives of some of the world's most vulnerable people. Established in the UK in 1984, we work in over 45 countries, assist people of all faiths according to need and do not discriminate in any way. Close to the communities we serve, we work hard to understand their culture and needs and gain their trust. Our proximity means we can often respond swiftly to emergencies and work in areas that other organisations cannot access.

Our humanitarian and development projects help millions of people every year, contributing directly to the UN Sustainable Development Goals. We help communities to better protect themselves from crises and deliver lifesaving emergency aid when disaster strikes. We provide vital services such as healthcare, water and sanitation and hygiene. Our livelihoods and education projects empower people to escape poverty and build brighter futures. To maximise our impact, Islamic Relief develops the capacity of local partners to work alongside us in delivering effective humanitarian interventions. Through global advocacy we push for positive

change particularly on climate change, gender justice and forced displacement, and we develop Islamic perspectives that combine spiritual and practical insights to provide distinctive, practical approaches to the biggest challenges facing our world.

The high quality and impact of our work means we are the only Muslim charity to be awarded Core Humanitarian Standard certification. As full members of the INGO Accountability Charter our excellence in transparency, good governance and social responsibility is recognised. We are also signatories to the Red Cross Code of Conduct, which sets ethical standards for organisations involved in humanitarian work, and are firmly committed to the People in Aid code of best practice. One of the world's largest relief and development charities, to date we have helped over 120 million vulnerable people worldwide.

Learn more about our work and impact in our [Annual Reports](#)

OUR GLOBAL STRATEGY

Our global strategy aligns life-saving and life-changing programming with the push for systemic change to meet growing humanitarian needs across the globe.

Over the next 10 years, we aim to achieve three core outcomes:

- 1. We will save lives and reduce vulnerability to humanitarian crises**
- 2. We will empower communities to tackle poverty and vulnerability.**
- 3. We will advocate for change to the system to eliminate the global and local root causes of inequality.**

Our core humanitarian and development programme areas will continue responding to humanitarian crises with life-saving assistance, tackling food security and nutrition, and building sustainable livelihoods, health and education.

We will continue to work with our humanitarian partners across the world towards achieving the Sustainable Development Goals.

More details on our strategy can be found here: [Global Strategy 2023-2033](#)



OUR VISION

INSPIRED BY OUR ISLAMIC FAITH AND GUIDED BY OUR VALUES, WE ENVISAGE A WORLD WHERE COMMUNITIES ARE EMPOWERED, SOCIAL OBLIGATIONS ARE FULFILLED AND PEOPLE RESPOND AS ONE TO THE SUFFERING OF OTHERS.

OUR MISSION

Exemplifying our Islamic values, we will mobilise resources, build partnerships and develop local capacity as we work to:

- Enable communities to mitigate the effect of disasters, prepare for their occurrence and respond by providing relief, protection and recovery.
- Promote integrated development and environmental custodianship with a focus on sustainable livelihoods.
- Support the marginalised and vulnerable to voice their needs and address root causes of poverty.

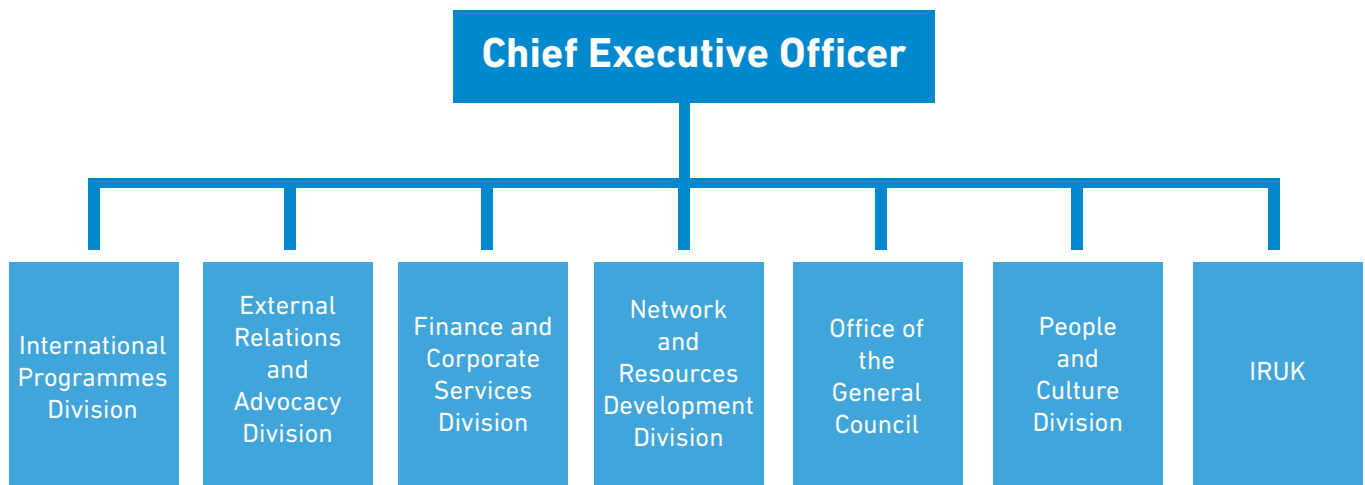
OUR VALUES

We remain guided by the timeless values and teachings of the Qur'an and the prophetic example (Sunnah), most specifically:

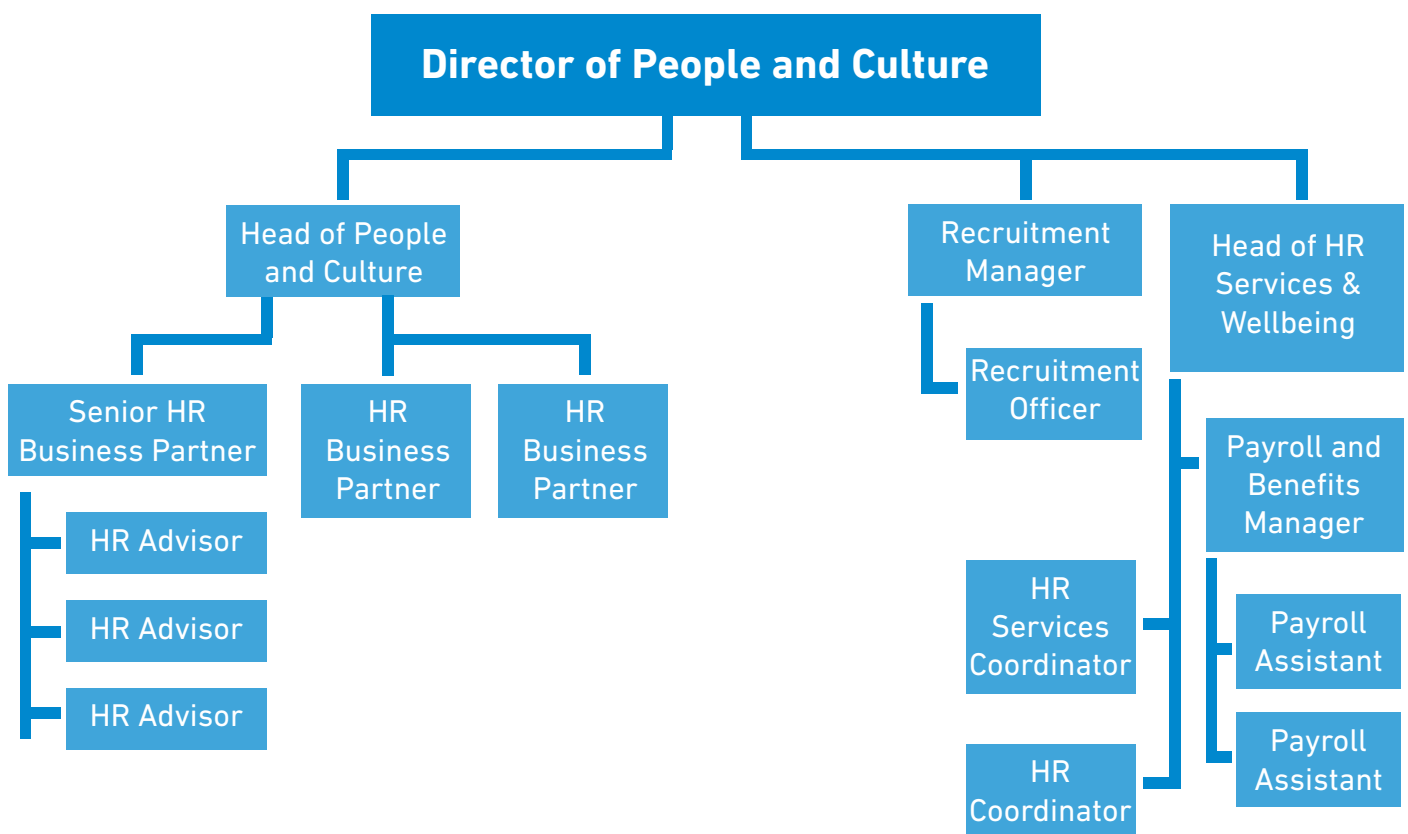
- **Sincerity (Ikhlas)** – In responding to poverty and suffering, our efforts are driven by sincerity to God and the need to fulfil our obligations to humanity
- **Excellence (Ihsan)** – Our actions in tackling poverty are marked by striving for excellence in our operations and the conduct through which we help the deserving people we serve
- **Compassion (Rahma)** – We believe the protection and well-being of every life is of paramount importance and we shall join with other humanitarian actors to act as one in responding to suffering brought on by disasters, poverty and injustice
- **Social Justice (Adl)** – Our work is founded on enabling people and institutions to fulfil the rights of the poor and vulnerable. We work to empower the dispossessed towards realising their God-given human potential and develop their capabilities and resources
- **Custodianship (Amana)** – We uphold our duty of custodianship over Earth and its resources, and the trust people place in us as a humanitarian and development practitioner to be transparent and accountable



STRUCTURE OF ISLAMIC RELIEF WORLDWIDE



STRUCTURE OF HUMAN RESOURCE DEPARTMENT



THE ROLE: DIRECTOR OF PEOPLE AND CULTURE

JOB DESCRIPTION

Location: Birmingham, UK
Reporting to: Chief Executive Officer (CEO)

Line management responsibilities:

Head of People & Culture, Recruitment Manager and Head of HR Services & Wellbeing

PURPOSE OF DIVISION:

To develop and implement human resource management strategies, policies and innovative ideas that address the organisation's business needs and contribute to its long-term business objectives. The division will ensure that the various aspects of people management work together to drive the behaviour and climate needed to create value and meet performance targets of various teams.

JOB PURPOSE:

- To deliver a focussed HR service to provide strategic direction and leadership to support the organisation-wide HR planning and implementation of policies and procedures to ensure that the overall organisational objectives are achieved.
- To strengthen IRW's relations with the wider community to consolidate and develop the visibility and image of the organisation.
- To facilitate professional and systematic communication and cooperation between the different parts of the IRW family to ensure maximum impact of the organisation's work.
- To lead on the development, implementation and regular review of the divisional strategy, policies & procedures, processes, work plans and systems to achieve the agreed divisional objectives.
- To lead, manage and develop staff in order to ensure that the divisional is capable of fully achieving its agreed targets.
- To provide HR specialist and strategic advice to partners as and when required.

Key working relationships

- In regular contact with the CEO and all IRW Directors, Deputy Directors, Heads of Departments, managers and staff across the organisation with a strong advisory and guiding role and working relationship with International HR, Waqf, HAD and TIC.
- Direct liaison with the CEOs, HR Directors of IR Partners Trustees.
- Actively engages and networks with the wider community by attending, participating and learning from conferences and other public forums and representing Islamic Relief and meaningfully engaging with institutional donor agencies, umbrella organisations, networks and other key stake holders.

Scope and authority

Scope of the Role:

Reporting to the CEO, the Director of People & Culture has responsibility for providing expert HR advice including employment law advice to the CEO and directors.

To lead and coordinate the development, planning, control, and reporting of human resources to enable IRW to be effective and efficient, to manage risks, and to be properly accountable

Responsibility for Resources:

The job holder has direct responsibility for IRW HR budget and guides and oversees the effective planning, management, and reporting of the HR Division.

Key accountabilities

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff.

Key Accountability 1: To ensure HR staff performance, development and satisfaction in the division by:

- Effectively line managing the Head of People & Culture, Recruitment Manager & Head of HR Services & Wellbeing, monitoring and improving staff performance through regular one-to-one and department's meetings, periodic reviews and appraisals and the development and enforcement of staff learning/development plans
- Managing issues of employee relations for the department staff
- Developing and maintaining a learning-conducive environment within the department
- Leading, facilitating and encouraging teamwork and departmental communication
- Ensuring that staff, volunteers, placements and consultants operate in a safe and healthy work environment
- Oversee the development and promoting improved HR systems for reporting and sharing of HR information to meet the needs of the organisation.
- Ensuring consistency, accuracy, safety and confidentiality of HR information across IR in order to enhance, promote and develop the work of the organisation.

Key Accountability 2: Employee relations

- To keep up to date with all cases and employment tribunals ensuring that the CEO and directors are effectively briefed, trained, updated and supported where necessary representing the organisation as required.
- Provide solutions in line with best practice and legal requirements
- Take a coaching approach and provide robust and practical advice.
- Ensure that legal advice is obtained and considered as needed.
- Ensure that practice is consistent across the IRW HR functions.
- Making the best use of the legal advice provided by IRW legal consultants ensuring that all activities, policies and procedures comply within UK laws and legislation.

- Advocating on good practice for the development, health and wellbeing of all staff, including contribution to discussions on safety and security.

Key Accountability 3: HR Strategy and Policy To lead on the development, implementation and regular review of the divisional strategy, work plans, and systems ensuring that:

- Effective HR strategies are developed and maintained
- The HR strategy, all policies and procedures are up to date and fit for purpose in line with IRW's strategy
- The divisional objectives are monitored and achieved on the basis of KPI's
- The efficient planning and management of the division's work and ensuring the divisional is appropriately staffed to achieve its objectives
- The department continuously analyses and adapts to the risks and opportunities posed by both internal and external changing environments
- Active and continuous monitoring, evaluating, learning and benchmarking of strategy and policy within the department.
- The development and utilisation of partnerships, networks and institutional relations and working with IR Partners to develop and roll out best practices across the IR Family.
- That all reporting requirements and obligations are met
- Leading on the development of guidelines to support the organisation in all aspects of employee relations, recruitment and HR Services e.g. disciplinary, grievance, absence management, sickness, recruitment, volunteers, placements, systems, payroll, wellbeing etc.
- Leading on the implementation of activities and new policies that minimise organisational risk and are in line with the broader organisational strategy and that are mutually owned.
- Ensure that there are appropriate levels of consultation and that policies and procedures are communicated effectively to staff and they are positive in the way they impact on the people and communities that IRW works with and for.

Key Accountability 4: Supporting Senior Management

- As a member of the senior leadership team; supporting divisional leadership to:
 - Contribute to organisation-wide decision-making and continuous learning, change and improvement processes.
 - Contribute to the development and implementation of the overall organisational and divisional strategy, key policies and processes.
- Providing support and advice to IRW directors & senior leaders on a range of complex HR issues relating to employee relations including disciplinary, grievance and sickness.
- Write detailed reports and proposals for the CEO and the senior leadership team
- Actively contribute to the Board of Director meetings, playing a particular role in improving their effectiveness.

Key Accountability 5: Recruitment & Selection

- Lead on the development of the recruitment & talent strategy.
- Ensure the recruitment policy and practice is followed.
- Provide, senior leadership team with advice and guidance on all aspects of recruitment and selection.

Key Accountability 6: Rewards, Benefits and Performance Management

- Leading on the IRW reward scheme (UK and internationally) to ensure that all employees are fairly rewarded and that it is relevant to the market.
- Take a lead in appropriate benchmarking groups.
- To lead on the review, development and implementation of the annual appraisal system.
- To lead on the development and implementation of the job evaluation process and lead on ensuring effectiveness of job evaluation panels
- To lead on the review Health care providers and insurance requirements in conjunction with the International Programmes Division to ensure they support the needs of the organisation.

Key Accountability 7: General

Additional Requirements: Able to:

- Promote IRW's vision, mission and values, and to act as an IRW role model.
- Keep up to date with employment legislation and good practice in the external HR arena.
- Plan and managing the HR divisional budget.
- Gather and sharing good HR practice and resources
- Lead projects being managed by HR, with direct responsibility for the more substantial ones
- Maintain own professional development.
- Utilise good practice which is in line with relevant legislation which in turn leads to recognition from outside bodies.
- Initiate and facilitating HR and learning throughout IRW.
- Regularly monitor and evaluate the HR plans and activities across the organisation.
- Communicate effectively and systematically across the organisation and to actively support cross-organisational processes.
- Ensure timely and efficient divisional decision-making.
- Undertake any other reasonable duties that are consistent with the job and at its level of responsibility as and when required by the CEO.

Person specification

It is essential that the post holder shows a good understanding and empathy with the Islamic values and principles as well as commitment to IRW's vision and mission.

Essential:

Skills, Experience & Qualifications:

- CIPD membership at Chartered or Fellow level or equivalent experience.
- Sound understanding of UK employment law is essential.
- Sound understanding and proven experience of HR processes, including but not limited to, change management, organisational development, ER case work, resourcing, compensation and benefits, policy development.
- Proven experience of HR business partnering in a large organisation.
- A good understanding, commitment and sympathy with Islamic Relief's Values, principles and mission.
- Being sensitive in applying Islamic values and principles to HR policies and procedures
- Proven ability and experience in people and activity management as well as delegating roles and authority in a way in which enables teams to reach their targets/objectives.
- Proven experience of developing and implementing strategies and work plans which help to deliver the wider organisational objectives.
- Ability to respond to a dynamic and changing environment.
- Ability to guide staff development towards achieving key performance indicators.
- Demonstrable experience in consultative team approaches to decision making and innovation which motivates and drives teams forward.
- Able to overcome barriers and find solutions to complex problems, sometimes in stressful and emotive circumstances.
- Able to build professional partnerships internally and externally.
- Strong confident communication skills which deliver information persuasively and with clarity in a wide range of situations.
- Demonstrated skills in exercising sound judgement and decisions when dealing with unexpected issues.
- Proven ability and experience in analysing data which enables sound conclusion and recommendations to be drawn to work in a way which always considers long term goals whilst maintaining an overview of its immediate situation.
- Substantial skills and experience of HR management at a senior level.
- Pragmatic and solution focused approach to problem solving.
- Track record of working in partnership with senior leadership teams, based on a coaching approach.
- Up to date knowledge of current employment legislation, awareness of forthcoming employment legislation.
- Competence in policy development and implementation.
- High level of competence in all aspects of managing employee relations.
- Commitment to equality of opportunity and promoting diversity.
- Sound financial and time management which enables strategic goals to be achieved within budgetary constraints.
- Ability and motivation to travel within UK and internationally if required.

Desirable:

- Experience and knowledge of International HR management.
- Working knowledge of Arabic, French or one of the Indian subcontinent national languages will also be positively considered.
- Having worked with a diverse range of cultures and backgrounds
- An understanding of the international development sector.
- Proven ability and experience in analysing data which enables sound conclusion and recommendations to be drawn to work in a way which always considers long term goals whilst maintaining an overview of its immediate situation.

BENEFITS AT ISLAMIC RELIEF

- We have a comprehensive benefits package including:
- Enhanced annual leave starting from 26 days and additional 4 days for Eid
- Health care cash plan
- Enhanced maternity package and paternity leave
- Enhanced sick pay
- Company pension scheme
- Employee assistance programme
- Personal development opportunities
- Car leasing scheme
- Cycle to work scheme
- Staff discounts
- On-site parking

HOW TO APPLY:

To Apply for this role or for more information, contact Sophia Rafiq (Recruitment Manager) at sophia.rafiq@irworldwide.org

PLEASE NOTE: Only shortlisted candidates will be contacted.

PRE-APPOINTMENT CHECKS:

Any appointment will be subject to the following checks:

- Enhanced screening clearance
- Receipt of satisfactory references including the Inter-Agency Misconduct Scheme Reference where applicable
- Disclosure and Barring Service (DBS) check
- This post is classed as Social Media Profile Level One (Senior Ambassador) under IRW's Personal Social Media Policy. The postholder must disclose their social media accounts and must represent IRW in an acceptable way online, in accordance with the policy

OUR VALUES AND COMMITMENT TO SAFEGUARDING

IRW is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people, adults and beneficiaries with whom IRW engages. IRW expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records checks. IRW also participates in the Inter Agency Misconduct Disclosure Scheme.

In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment.

By submitting an application, the job applicant confirms his/her understanding of these recruitment procedures.