

POSITION PROFILE

# Global Director of People & Culture

Centre for Public Impact

Location Flexible in United States



# ABOUT THE CENTRE FOR PUBLIC IMPACT

The Centre for Public Impact (CPI) is a not for profit foundation established by the Boston Consulting Group in 2015. We work with governments, public servants, and other changemakers to reimagine government and turn ideas into action so that government works for everyone.

LEARN MORE:

[centreforpublicimpact.org](https://centreforpublicimpact.org)

CPI is a growing organisation with a 50+ person, globally dispersed team located in United States, London, Melbourne, and Delhi.

CPI is part of a growing movement of government changemakers around the world who are pushing beyond the current debate about what government does in order to address the more fundamental questions of how government should be: The beliefs, values, and principles that drive government action. CPI has a vision for better government and is working to drive change through action. You can further explore how CPI is approaching this work through their Values, Vision and Beliefs [here](#).



# THE OPPORTUNITY

**The Centre for Public Impact is currently seeking a Global Director of People & Culture (Global Director) who will oversee the development and integration of global human resources strategies and functions that support the organisation’s mission, values, and business strategy as it evolves and expands across its global footprint.**

Reporting to the Executive Director, who is based in Sweden, this is a newly created role that will develop and implement strategies that advance CPI’s efforts to be a high-performance organisation that is fueled by a skilled, engaged, and diverse global workforce and vibrant, inclusive culture. The Global Director will help CPI to navigate the next phase of development - from social entrepreneurial start-up to a mid-sized not for profit organisation with an international footprint.

As a relatively young organisation, many of CPI’s HR systems and processes are not fully mature and there are some differences in approach between regional teams. To date, CPI has experimented with a range of HR and culture strategies and approaches in its Europe, Australia & New Zealand, and India offices over the past few years, with a focus on forming strong collaborative relationships across the organisation based on high trust and assuming positive intent. This type of innovation is part of the CPI values which promote the flexibility for each team to grow and experiment with leadership. The Global Director will be a partner to this innovation and help to create supporting systems and structures.

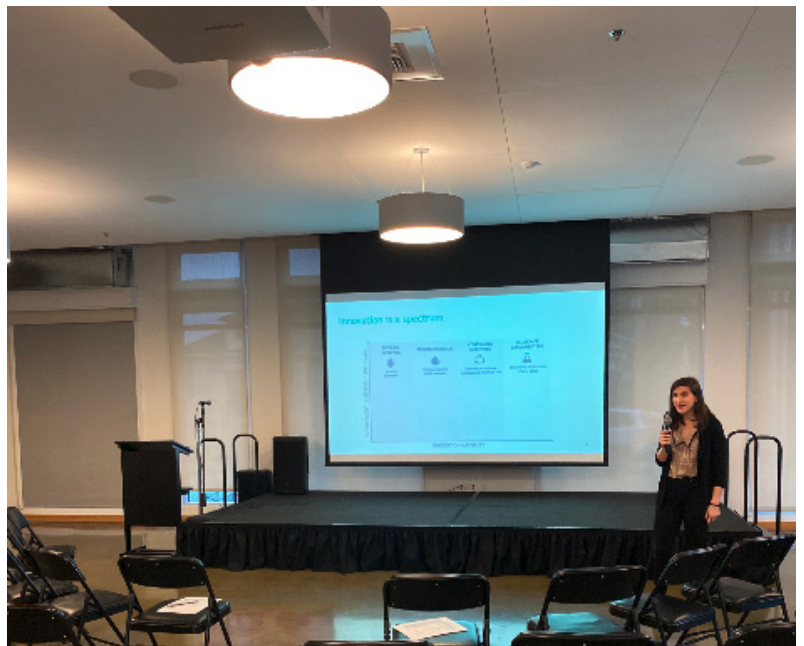
The Global Director will sit within the Global Hub Team (alongside Finance and Communications) with responsibility for supporting regional teams and ensuring the approach to people and culture is coherent across CPI and supports our wider organisational goals. This role is flexible in location.



# THE OPPORTUNITY

## The Director's responsibilities include, but are not limited to:

- Cultivate a supportive and inclusive work environment for all our employees with a focus on staff well-being and psychological safety
- Shape and lead the Diversity, Equity, & Inclusion agenda across CPI
- Ensure CPI's recruitment processes are open, equitable, and as free from bias as possible
- Develop and implement onboarding processes that make employees feel welcomed, informed, and fully equipped to succeed
- Support the professional development of staff development by ensuring CPI offers the right mix of training, mentoring, feedback, and support
- Implement new, and enhance existing staff recognition and reward programs
- Ensure CPI's performance and progression processes are fair, respectful, and supportive of learning and growth
- Ensure that staff feel able to raise concerns or grievances in a safe and supportive environment and that such matters are dealt with in a timely and professional manner
- Build CPI's processes to best support employees transitioning out of the organisation
- Develop strategies to remain connected to and purposefully engaged with CPI's network of alumni
- Maintain knowledge of industry trends and employment legislation and ensure adherence to local legal requirements and advise where action is needed to remain compliant
- Support managers in North America with performance and development for all staff and periodically assess training needs to identify staff development opportunities and support Europe, India, and Australia & New Zealand teams with self management and the development of performance systems



# CANDIDATE PROFILE

**CPI is seeking an energetic, creative, and collaborative individual with exceptional judgment and interpersonal skills to help us to continue to develop and mature as an organisation.**

The ideal candidate will have a strong track record leading people and organisational development, ideally in a not-for-profit or public sector setting and the desire to explore and implement innovative and empowering models of working that reflect the realities and needs of a global, 21st century workplace.

Successful candidates will demonstrate HR expertise as well as exceptional communications, coaching, project management, and relationship building skills. They will be excited about applying all these skills in a fast-growing, mission-based, global organisation working to reimagine government and with a culture of collegiality and connection. Compelling candidates will bring the vision and energy required to build and grow a global organisation with progressive people and talent practices and policies. They will be exceptional leaders and managers with the capacity to work in partnership across the organisation to drive change and ensure that CPI's greatest asset, its people, is fully engaged and supported and that organisational values are reflected in all activities.

While it is understood that no candidate will offer every desired skill and characteristic, the following offers a detailed, aspirational view of the ideal candidate profile.

## Values Alignment and Passion for the Mission

- Authenticity, openness to embrace radical candor and radical empathy, a global perspective, strong collaborator and listener, and genuine passion for CPI's mission and vision
- Ability to motivate and engage team members by ensuring that HR practices and internal cultures are aligned with and reflect the core values and mission
- They will have an eye consistently focused on the future and how to best adapt the organisation to its changing environment
- This leader will lead by example, embrace innovation and experimentation, and a sense of humor
- Must be service-oriented, diplomatic, and energetic, with the ability to work proactively and independently in a fast-paced setting
- The Global Director will be an individual of unquestioned integrity, ethics, and values — someone who engenders trust and respects confidentiality but also has the maturity and professional judgment to know when and how to elevate issues

# CANDIDATE PROFILE

## Human Resources Expertise

- They will bring a proven track record of building, leading, and/or executing a best-in-class global HR function with a superior understanding of staff development and talent management strategies, and will be capable of supporting the ED and Director, North America in the evaluation and implementation of this work at CPI
- They will have a background in multiple aspects of human resources, with the ability and desire to serve as a hands-on generalist, capable of leading the function and supporting every aspect of the work from a global perspective
- A proven ability to establish and implement progressive systems and structures designed to support the development and engagement of staff and overall organisational goals
- The Global Director will have experience making recommendations on new approaches, policies, and processes to effect continual improvements in department efficiency and effectiveness

## Continuous Improvement and Change Management

- Experience developing an environment of collaboration, transparency, and respect by strengthening working relationships between departments as well as team members and helping to identify and resolve work conflicts
- Experience as a strategic partner to the Executive Team, proactively identifying opportunities for improvement and designing and implementing solutions across all HR areas of focus, including people, talent, incentives, organisational structure, process, and culture, to build engagement and employee satisfaction
- Demonstrated success in developing, implementing, and continuously evaluating human resources policies and systems and adhere to all relevant legal and regulatory requirements
- Expertise in developing change management strategies, managing their execution and monitoring for impact

# CANDIDATE PROFILE

## People and Relationship Management

- Demonstrated ability to communicate effectively and influentially with a wide range of staff and external stakeholders, providing guidance and leading with compassion, respect, and professional maturity
- The ability to effectively lead, communicate, and build relationships across cultures and geographies
- The Global Director will have the ability to assist with resolution of staffing issues, compensation, and benefits questions, concerns, and issues, creating structure and space for difficult HR-related conversations by developing an atmosphere of honest communication, and demonstrating a capacity to negotiate and influence

## Bolster a Diverse and Inclusive Culture and a Global Mindset

- They will promote building and developing a diverse, equitable, and inclusive organisation and global team, in which all voices are heard and valued – infusing these values throughout their work
- The Global Director will partner with managers and team members to define, embody, and champion CPI's culture and core values
- Serve as a strong systems and culture carrier for the organisation and encourage thoughtful communication and best practices in their work
- As an internal resource, this person will be an experienced advocate for DEI topics, and will be comfortable both challenging and building capacity among senior leadership
- Must think critically and ethically about how CPI's policies and processes impact staff both domestically and globally, and bring an intersectional lens to the work being done internally and externally
- They must be able to collaborate closely with the leadership team and local leadership across all areas of talent management, culture and diversity, equity and inclusion, and be seen as a trusted partner who understands cultural and ethical differences

# QUALIFICATIONS

- 10+ years of relevant professional experience in Human Resources, including 5+ years in a leadership position, in either a consulting environment or in an impact, policy, or service-oriented environment
- University degree with demonstrated high academic achievement in a relevant field (e.g., human resources, public policy, economics, government, social entrepreneurship, communications or similar). Higher level degree (MBA / MPP or similar) highly desirable, PHR certification a plus
- Experience applying a lens of equity into all practices and acting as an advocate for DEI best practices
- Demonstrable knowledge of and passion for public sector and social innovation
- Sound judgment, discretion, flexibility, and integrity





# COMPENSATION & BENEFITS

The salary will be based on experience using salary comparable from like organisations. The starting point for the Global Director of People & Culture annual salary is \$150,000. Final salary will be commensurate with qualifications and experience.



# CONTACT

Centre for Public Impact has engaged Koya Partners to help in this hire. Please submit a compelling cover letter and resume to Molly Brennan and Turner Delano [here](#).

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*Centre for Public Impact is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants.*

## About Koya Partners

Koya Partners, a part of the Diversified Search Group, is a leading executive search and strategic advising firm dedicated to connecting exceptionally talented people with mission-driven clients. Our founding philosophy—The Right Person in the Right Place Can Change the World—guides our work as we partner with nonprofits & NGOs, institutions of higher education, responsible businesses, and social enterprises in local communities and around the world.

Koya is an equal opportunity employer fully committed to creating an environment and team that represents a variety of backgrounds, perspectives, styles, and experiences. We encourage all to apply because we believe a diversity of voices leads to better discussions, decisions, and outcomes for everyone.

For more information about Koya Partners, visit [www.koyapartners.com](http://www.koyapartners.com).