

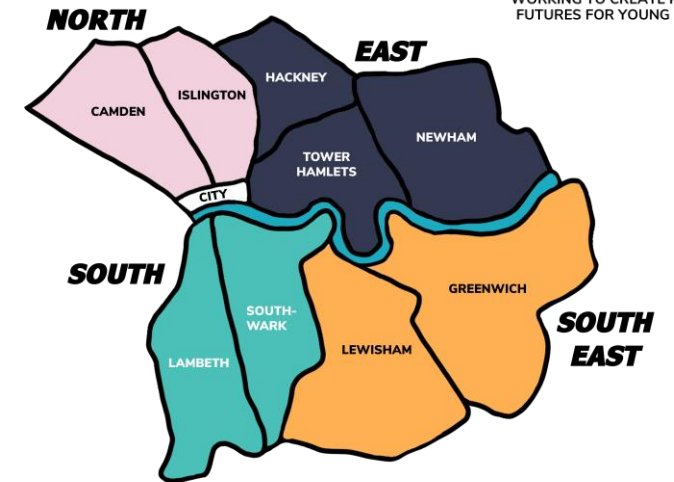
# HEAD OF HUMAN RESOURCES

XLP is a youth work charity working to create positive futures for young people and at the cutting edge of tackling poverty and educational failure in inner London. We deliver holistic, long-term work with young people aged 11 to 25 in schools and communities.

We're looking for a Head of Human Resources (HR) who is an experienced HR generalist, a highly relational and organised individual with a passion to see staff thrive in their roles, and has a desire to help XLP fulfil its mission to support young people. As a proactive and confident leader, you will provide support directly to all XLP staff.

This position is a role of key importance to us as a growing charity. It sits below three Directors and is part of the Senior Management Team (SMT). There is opportunity to shape and embed a maturing HR function within XLP. You will provide strategic direction, advice, and support for the charity on all people-related practices, policies, and employee relations matters.

We're keen to increase the diversity of our Senior Management Team and so we strongly encourage applications from women and people from racialised minorities.



# VALUES

## OUR MISSION

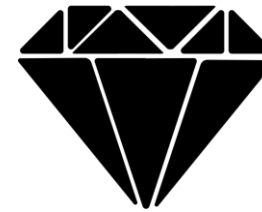
To engage in long-term relationships that empower young people from disadvantaged backgrounds to complete their education, avoid anti-social behaviour, and ultimately become independent and confident contributors within their communities.



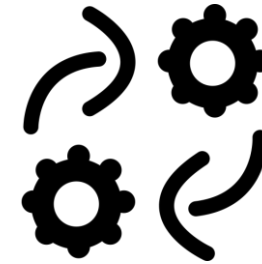
**XLP PUTS YOUNG PEOPLE FIRST**



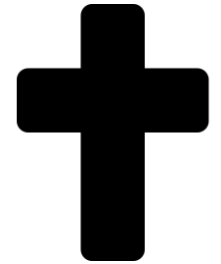
**XLP BELIEVES IN WORKING FOR THE LONG TERM**



**XLP STRIVES FOR EXCELLENCE**



**XLP WORKS TOGETHER WELL**



**XLP IS ROOTED IN CHRIST**

These are the values we live by internally, building us up as an effective community. Candidates are required to support, uphold and sustain these values.

We are a Christian charity and are “faith based, but not faith biased”. We work with young people of all faiths and none.

As a staff team we are committed to growing in diversity and inclusion and we seek to represent the communities in which we serve. We welcome applications from all backgrounds, ethnicities and genders.

# ROLE OVERVIEW

Promoting improved workplaces and working conditions is the main goal of People Profession. It is paramount to make good, fair, and inclusive work a societal goal through developing positions, opportunities, organisations, and work environments that encourage people to perform at their highest potential. (CIPD, 2023)

Our goal is for XLP to be a great place to work, where employees can grow personally and professionally, and leave in a better place than when they arrived.

We firmly believe in the work we do supporting young people from challenging backgrounds, and we want to make sure that everyone working here feels valued and empowered to perform their duties to the best of their ability.

## Key Aims of the Role

- Lead the development and implementation of XLP's HR strategy, making sure it supports organisational goals and encourages staff diversity, inclusion, and excellence;
- Develop a recruitment and retention strategy that enables us to attract and keep excellent staff, and ensure staff receive training that enables them to thrive in their roles;
- Ensure our policies, procedures and processes are up to date, reflect best practice and that staff are trained in key information;
- Build a culture where line managers are able to handle regular employee-employer relations and staffing concerns;
- Offer guidance, support and training on HR issues to staff at all levels of the organisation;
- Support our teams by fostering a culture that encourages wellbeing and performance.



# **KEY TASKS AND RESPONSIBILITIES**

## **Employee Lifecycle**

- Lead the development and implementation of XLP's HR strategy, ensuring it supports organisational goals and encourages staff diversity, inclusion, and excellence;
- Review strategy results on a regular basis to make sure it is still applicable to evolving organisational demands and conditions, and stays linked to other operational and support function strategies;
- Create and maintain Key Performance Indicators (KPIs), ensuring external good practice and thinking is reflected internally;
- Develop and review HR policies, procedures, and guidelines as required;
- Build an effective recruitment strategy to staff the office and youth work teams, paying special attention to ensuring that gender equality and ethnic diversity are a top priority as we grow;
- Ensure innovative recruitment and succession planning is in place;
- Oversee the creation of efficient and equitable hiring procedures, considering the feedback received from departing employees;
- Manage all aspects of interview and assessment;
- Develop a successful induction and training programme for new hires, ensuring they are fully equipped to thrive in their roles.

## **Employee Relations**

- Support with any matters relating to employees, such as performance issues, complaints, and grievance procedures;
- Respond to staff questions about policies, procedures, and employment terms;
- Lead on performance management, and provide support and training to equip line managers to handle day-to-day issues;
- Lead on all aspects of employee relations, including Monthly Reviews and Annual Appraisals.

## **Human Resources and Legal Compliance**

- Liaise with HR and legal specialists to ensure XLP's policies and processes are up to date and communicated appropriately to staff and partners;
- Ensure compliance with employment law, maintaining HR records;
- Liaise with our HR solicitors as required.

# **KEY TASKS AND RESPONSIBILITIES**

## **Training and Development**

- Develop and implement an effective internal HR training programme for staff on key HR issues (including recruitment and induction / onboarding, performance management, updates on policies, etc.);
- Create wellbeing and feedback opportunities that maximise internal progression and ensure that the team feels valued, invested in, and works together well;
- Design learning and development strategies to assist staff in identifying areas where their knowledge and expertise may be increased;
- Work with others to ensure the organisation has access to the right set of tools, resources, and development opportunities.

## **Culture, Ethos, and Values**

- Work with other Heads of Department to ensure communication flows across XLP;
- Lead our Culture Steering Group, enabling the team to input into key issues around team culture;
- Encourage staff participation and involvement, taking the lead on staff surveys, ensuring feedback is put to good use for reflection, improvement, and learning;
- Lead on planning for team events (e.g. Christmas team day, fortnightly staff meetings; whole team training);
- Ensure the organisation has a transparent reward strategy and structure that is strengthened over time and aligns with XLP's values;
- Provide rigour and challenge to the Directors and Senior Management Team on HR issues;
- Promote diversity inside the organisation to help teams comprehend and uphold the core values of XLP;
- Ensure that the team's behaviour and our methods of working reflect these principles.

## **Other**

- Prepare reports on HR data for Director, Trustee, and wider team meetings;
- Use data to evaluate the effectiveness of HR strategies and operations;
- Contribute to the overall strategic direction and running of XLP as a member of the SMT;
- Be part of the office team, attending staff and departmental meetings.

# WHO YOU ARE

We're looking for an HR generalist, who is CIPD qualified to Level 5 or 7, or with equivalent experience of leading and managing HR functions. You will be passionate about seeing staff thrive in their roles and have a desire to help XLP fulfil its mission to support young people.

## You'll be good at:

- Providing HR advice and support to staff at all levels of the organisation;
- Dealing with employee performance concerns, grievances, and disciplinaries;
- Developing and implementing HR strategies;
- Using initiative to implement changes that improve the People Practice of the organisation;
- Engaging a diverse staff team and creating buy-in across an organisation;
- Taking a values-based approach to HR, aligning practices and decisions with the core values and culture of the organisation.

## Key Skills and Experience:

- Prior experience of leading an HR team in a growing organisation or in a charity;
- Excellent verbal and written communication skills, including the ability to communicate complex ideas clearly and persuasively;
- Strong organisation skills, with excellent attention to detail;
- Good knowledge of employment law;
- Ability to find solutions to complex problems;
- Previous experience of implementing a Human Resources Information System (HRIS);
- Proficient user of Microsoft Word, Excel, Outlook and PowerPoint;
- Ability to remain tactful, calm, and persuasive in difficult or confrontational situations.

We are committed to providing ongoing training and support for all our staff for them to develop and thrive in their roles.

All XLP staff and volunteers have enhanced DBS disclosures and work within strict child protection guidelines.



## ***Terms of Employment***

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This is a full-time role (37.5 hours a week). There may be occasional evenings and weekends as required.

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| Location: | City of London, Hybrid (Mon – Wed in the office) |
| Contract: | Permanent  |
| Salary:   | £38,000 - £40,000                                |

## ***How to Apply***

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**How to apply:** You can apply for the role using the online application form at [www.xlp.org.uk/careers](http://www.xlp.org.uk/careers)

**Submission Deadline:** Applications should be completed by midday on **Monday 3<sup>rd</sup> June 2024**.

Please note, applications will be reviewed as they come in. We reserve the right to close the deadline earlier if a suitable candidate has been found.

**Interview Process:** Successful candidates will be invited to two stages of interview

If you have any questions about the role, please contact us at [jobs@xlp.org.uk](mailto:jobs@xlp.org.uk)