



**Head of People and Culture
(Corporate Services Team)**

Information for applicants for Head of People and Culture

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details:

Job title: Head of People and Culture

Responsible to: Chief Operating Officer

Duration: Permanent

Location: Remote

Working Hours: Up to 35 hours per week (we offer flexibility so that you can fit your job around your home life - which is really important to us).

Salary: £45,000 to £55,000 (plus London weighting of £3,406 if applicable) pro rata

Direct reports: None, with plans to hire a junior People Officer (depending on budget)

Leave allocation: 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata. We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

About Kinship:

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

About the role:

This role will support Kinship to operate as an effective charity by ensuring effective day-to-day operations and seamless delivery of the People function at the charity.

You will bring your People leadership experience, attention to detail and excellent communication skills to the role. You will be structured in your approach to ensure that day-to-day issues are handled while also working to improve processes and systems. You will be credible with senior management and able to articulate and balance the trade-offs of a People leadership role.

You will be able to balance multiple competing priorities and prioritise effectively. A positive mindset is key to being part of the team, as is thinking creatively to problem solve and being empathetic to colleagues. You will be highly motivated by our mission, recognising that excellent internal People processes are essential to allowing others to effectively complete their roles and achieve our mission.

You will be a powerful ambassador for our mission, credible with other HR and CSR professionals working to implement kinship friendly employer policies and processes.

Responsibilities:

People Operations:

- Work with the Chief Operating Officer (COO) and the Executive management team to design, develop and embed a high-quality HR function to support the employee life cycle.
- Responsible for ensuring all policies, procedures, and processes relating to people and culture, work effectively, efficiently and in line with legal requirements.
- Responsible for all People matters, ensuring they are handled fairly and consistently in line with policies and procedures.
- Ensure that all template letters are compliant and reflect Kinship's tone of voice.
- Support and advise line managers on People, EDI and change management activities, including promotions, disciplinary, capability and grievance procedures.
- Organise line manager training to ensure line managers understand their responsibilities and apply policies consistently.
- Work closely with line managers to identify learning and development needs.
- Ensure offboarding processes are robust and implemented consistently to safeguard the charity's assets and to comply with Data Protection rules.

- Conduct exit interviews with leavers, creating meaningful analytics and insights to inform retention strategies.
- Work with the Executive team to embed a behaviour framework linked to Kinship's values across the organisation.
- Responsible for the People budget
- Lead on ad hoc projects as required.

Systems and Reporting:

- Responsible for the effectiveness and development of People systems, including HR Database (MyHR Toolkit) Applicant Tracking System (CharityJob), iHasco, DBS (HR-Platform) and other platforms
- Manage other systems and third-party providers such as the Employee Assistance Programme to process employee data in line with data protection best practice and GDPR, iHasco for workstation assessments and Equality, Diversity and Inclusion (EDI) compliance training, DBS background checking platform and Penelope platform as it relates to system access and initial IT equipment for new joiners.
- Responsible for the production of people analytics and reporting.
- Working alongside the Finance Team you will support the payroll function by providing reports as required.
- Maintain relevant employee records.

Recruitment, Onboarding and Induction:

- Responsible for the candidates' recruitment experience. Ensure candidates receive a consistent and professional recruitment experience.
- Responsible for job descriptions, person specifications, recruitment packs and job adverts.
- Support, coach and advise line managers on the recruitment and interview process including use of the ATS platform.
- Responsible for background checks prior to candidates' appointment, including DBS, references and qualification checks.
- Responsible for the involvement of kinship carers in building interview panels and application of appropriate policies.
- Responsible for the compulsory training and DBS renewals for staff over the employee life cycle.
- Responsible for the ongoing development of the induction framework, to provide new joiners with an excellent onboarding and induction experience.

- Responsible for the ongoing development and delivery of the new starter induction including regular corporate induction.

Kinship Friendly Employers:

- Lead on the delivery and growth of the ['Kinship Friendly Employers'](#) scheme, driving growth in the scheme and the number of bronze, silver and gold partners, including:
 - leading Kinship's partnership with Working Families.
 - working closely with the communications and digital teams to develop and coordinate external communications, case studies and opportunities to publicise the scheme and participating employers.
 - proactive and reactive corporate engagement with prospective employers in order to grow the scheme and with existing Kinship Friendly Employers to further develop and manage relationships with these stakeholders.
- Ensure Kinship role models 'Kinship Friendly' employment practices and seek opportunities to share these as examples with other HR professionals.
- Support fundraising efforts with corporate supporters who are 'Kinship Friendly Employers'
- Act as an external ambassador for the 'Kinship Friendly Employers' scheme with prospective and current partners, as well as leading any external events run by Kinship in order to promote the scheme.
- Ensure the scheme and its resources remain fit for purpose, amidst any changes to policy, legislative or regulatory frameworks in relevant jurisdictions.

Other:

- Contribute to monthly staff newsletter.
- Feed into the organisation's Editorial Board to ensure that key People activity and initiatives feature in wider external communications planning.
- Support the organisation and delivery of the Staff Away Day and other staff meetings.
- Lead on ad hoc projects as required.
- Contribute to the successful overall operation of the charity by undertaking such other tasks as may from time to time be requested.

Skills, Knowledge and experience

Essential:

- HR qualification or significant demonstrable experience.
- Coaching qualification or significant demonstrable experience.
- Demonstrable experience of supporting the development of a high-quality People function within a growing organisation.
- Demonstrable experience working in a changing and flexible organisation.
- Demonstrable problem-solving and conflict resolution abilities.
- Demonstrable knowledge of best practices, employment laws, and regulations.
- Effective communication skills.
- Strong interpersonal skills – a genuine team player able to relate to a wide range of people.
- Ability to work on own initiative and manage own workload.
- High level of accuracy and exceptional attention to detail – including strong numerical skills.
- Demonstrable experience of EDI principles
- The ability to maintain confidentiality and work with discretion as required.
- Demonstrable leadership experience

Desirable:

- Personal experience of kinship care
- Experience of working in a dynamic and fast-changing workplace.
- Exceptional business-partnering skills

Your main relationships will be with:

Internal

- Chief Operating Officer
- Business Support Officer
- Transformation Manager & Executive Assistant
- Payroll Manager (Finance team)
- Directors
- Line managers and all staff

External

- HRDept (external HR advisors)
- Charity Job (recruitment)
- iHasco (H&S and corporate training)
- HR Platform (DBS)
- Penelope (external IT provider)

What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers." (Staff member at Kinship)

We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion:

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information:

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply:

We will shortlist for this roll on a rolling basis, so encourage you to apply as soon as possible.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications.

Please apply for the role of Head of People and Culture by sending a CV and cover letter (no more than 2 pages).

Please include your notice period at the earliest availability to start.

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your answer reflects those points in the requirements very clearly.
- Really tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.

- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to really focus on your answer.
- Don't go over 2 pages on your covering letter.
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check and your application will be rejected if you do.

Key dates:

Application deadline: 9am on 22 May 2025

First interview: 29 May-2 June

Conditions of employment and what we offer:

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development:

A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount

Travel:

For this role, there is a requirement to occasionally travel across the nations (England and Wales). There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period:

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community:

- Staff away days.
- Regular social activities online and in person.

Standard clauses:

- This role will require Disclosure and Barring Service (DBS) clearance.
- The post holder must carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are always followed.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document. Any substantial or major changes will be negotiated with the post holder.