



Head of People and Inclusion

London

Head of People and Inclusion

Corporate Services

Contract: Permanent

Hours: 35 Hours per week (1 FTE), Monday-Friday, 9am-5pm. Whilst this role is advertised on a full-time basis, we welcome applications from candidates seeking part-time or other flexible working arrangements.

Salary: £63,000 - £67,000

Location: Hybrid, anchored to one of our Carers Trust offices (London, Cardiff, Glasgow) 1 day a week.

Why this role is pivotal to Carers Trust

The Head of People and Inclusion will provide strong leadership across Carers Trust, helping to shape an organisation where people are well led, supported and able to thrive. As an experienced HR generalist, the postholder will be a trusted adviser to leaders and managers and will ensure that Carers Trust has an effective, responsive People function. They will ensure that people policies, processes and practices are consistently applied, legally compliant and support the organisation and its people effectively.

A particular priority will be to help Carers Trust evolve its organisational culture and ways of working, with equity, diversity and inclusion at the heart of this development. The postholder will provide the leadership, expertise and momentum needed to translate our ambitions into practical and sustained change, embedding inclusive approaches in how we lead, make decisions, work together and support our people. They will work collaboratively across the organisation to build shared ownership, strengthen capability and ensure that equity, diversity & inclusion becomes an integral part of everyday practice and the employee experience.

The role will also support the continued development of the People function by embracing effective digital ways of working and exploring how technology, including AI, can improve HR processes and the employee experience. Specialist technical expertise is not required, but the postholder will be curious, adaptable and willing to develop their understanding and use of emerging approaches.

In this role you will

- Develop and deliver a People and Inclusion Strategy aligned with Carers Trust's organisational goals and values.
- Drive the adoption of digital HR solutions and AI-enabled tools to streamline processes, enhance data-driven decision-making, and improve employee experience.
- Design and implement an organisation-wide EDIB strategy, including clear objectives, action plans, and accountability measures.

Main responsibilities (*not an exhaustive list*)



Strategic Leadership

- Develop and deliver a People and Inclusion Strategy aligned with Carers Trust's organisational goals and values.
- Act as a cultural ambassador, promoting a positive, inclusive, and purpose-driven working environment.
- Provide expert advice to the Executive Team and Board on all People, Inclusion, and workforce transformation matters.
- Establish measurable KPIs to track progress on People and Inclusion objectives, reporting regularly to senior leadership and trustees.

HR Operations

- Oversee all HR functions, ensuring compliance with employment law and best practice.
- Lead on recruitment and retention strategies that reflect our commitment to diversity and equity.
- Lead Carers Trust's approach to employee relations, ensuring matters are handled fairly, consistently, promptly and in accordance with organisational policies, good practice and employment law.
- Drive the adoption of digital HR solutions and AI-enabled tools to streamline processes, enhance data-driven decision-making, and improve employee experience.
- Ensure robust HR systems, GDPR compliance, and accurate reporting.

Diversity, Equity, Inclusion & Belonging (EDIB)

- Design and implement an organisation-wide EDIB strategy, including clear objectives, action plans, and accountability measures.
- Champion inclusive leadership and embed EDIB principles into policies, processes, and decision-making.
- Lead initiatives to diversify talent pipelines and ensure fair, bias-free recruitment and progression practices.
- Develop and deliver training and learning opportunities on inclusive behaviours, unconscious bias, and cultural competence.

Main responsibilities (continued)



Employee Engagement & Wellbeing

- Foster a culture of psychological safety, wellbeing, and engagement across the organisation.
- Lead staff engagement surveys and co-create action plans to address feedback.
- Promote flexible working and wellbeing initiatives that reflect the diverse needs of our workforce.

Future Workforce & AI Readiness

- Anticipate future workforce trends and skills needs, ensuring Carers Trust remains agile and future ready.
- Explore and implement AI-driven solutions for talent management, learning and development, and workforce analytics.
- Build digital capability across the People team and wider organisation.

Leadership & Team Development

- Lead, coach, and develop the People team to deliver a high-performing, values-led service.
- Build capability across the organisation by supporting managers to lead inclusively and effectively.

Network Facing Support development

- Provide guidance and network briefings on the operational impact of HR practice and policy changes for the network
- Lead on the development of network wide HR exercises (e.g. aggregate salary benchmarking, national/regional recruitment campaigns)
- Act as point of contact and relationship lead for providers of any brokered HR and Insurance provision for the network
- Convene a Network HR Practitioners community of practice to enable the exchange of good practice, solutions to common challenges and the exploration of new developments in the field of HR
- Keep abreast and broker access to specialist HR advice, particularly in relation to network areas of interest such as TUPE, mergers, restructuring conversations etc.

Our ideal candidate



If you meet most (but not all) of the below criteria, we still encourage you to apply.

Essential Experience & Skills

- Significant experience in senior HR/People leadership roles, ideally within the charity or not-for-profit sector.
- Proven track record of developing and implementing EDIB strategies and initiatives.
- Strong knowledge of UK employment law and HR best practice.
- Experience in digital transformation within HR, including HRIS and emerging technologies.
- Excellent leadership, influencing, and coaching skills.
- Ability to manage complex and sensitive issues with integrity and discretion.
- Experience of advising on a broad range of employee relations matters, including more complex cases where required.

Desirable

- Understanding of AI applications in HR and organisational development.

Values & Behaviours

- Commitment to Carers Trust's mission and values.
- Passion for equity, diversity, and inclusion.
- Collaborative, transparent, and proactive approach.

Employee **benefits**

- 5% employer pension contribution
- 29.5 days annual leave (pro rata for part-time employees)
- We offer all staff the opportunity to work a nine day fortnight as standard (full time hours are worked over nine days instead of ten). We will also consider other flexible working requests in line with our flexible working policy
- Health cash plan
- Carer's leave
- Enhanced family-friendly benefits, including maternity, adoption and paternity leave
- Volunteering leave

Equal **opportunities**

As an equal opportunities' employer, Carers Trust is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Carers Trust.

Find out more about [Working for Carers Trust](#)

How **to apply**



Applications are to be submitted through the Carers Trust recruitment portal, please upload your CV and a supporting statement setting out how your skills and experience match the criteria for this role.

We are committed to inclusive recruitment and welcome requests for reasonable adjustments at any stage of the process. As part of this commitment, all shortlisted candidates will receive the interview questions, task and guidance by email in advance of their interview.

For an informal conversation or any questions about the role please contact recruitment@carers.org

- **Application deadline:** Sunday 1st November 2026
- **Expected 1st interview date:** Wednesday 11th November 2026
- **Expected 2nd interview date:** Week commencing 16th November 2026

