

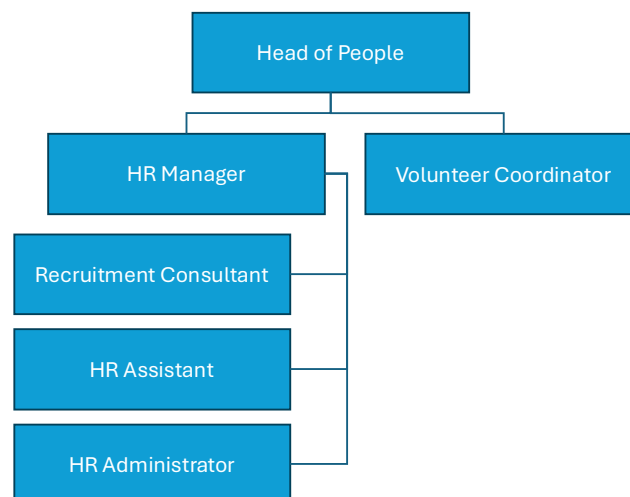
Job Title: Head of People

Responsible to: Chief Executive

Purpose

The Head of People is a key member of the Senior Leadership Team and leads the organisation's people strategy, culture, and workforce development. Reporting to the Chief Executive, the role ensures we have the capability, capacity, and culture needed to deliver our strategic ambitions and uphold Julian House's mission and values. This role provides strategic leadership for HR, recruitment, volunteering, organisational development and culture. It plays a critical role in building a high-performing, inclusive, values-driven organisation where staff are supported, empowered, and able to thrive in a demanding environment.

Team Structure



Key Areas of Responsibility

Strategic Leadership

- Lead, shape and deliver the People Strategy, ensuring alignment with organisational goals, values, and ambitions.
- Provide strategic insight on workforce planning, culture, leadership capability, pay, reward, wellbeing, EDI, and organisational development.
- Contribute actively to organisational strategy, risk management, and change programmes.
- Drive engagement and improvement initiatives using data, insight, and workforce intelligence

Culture, Wellbeing & Organisational Development

- Lead on building, sustaining and embedding a healthy, inclusive, supportive organisational culture, centred on trust, compassion, accountability, and continuous improvement.
- Oversee wellbeing initiatives and ensure the organisation is equipped to respond proactively to the pressures faced by our teams.
- Develop leadership and management capability at all levels, including designing and embedding leadership development programmes.
- Champion EDI principles across all People practices and organisational processes.

People Operations & Workforce Planning

- Oversee recruitment, HR operations, onboarding, offboarding, volunteering, and people processes through the HR Manager and People Team.
- Ensure the organisation attracts, retains, and develops a diverse, high-quality workforce.
- Lead workforce planning, succession planning, and talent development to ensure long-term organisational resilience.
- Oversee volunteering strategy, structure, and delivery.
- Ensure processes across the employee lifecycle are seamless, modern, and reflective of best practice.

Employee Relations & Compliance

- Provide senior oversight, decision-making and support on complex or high-risk ER matters.
- Ensure the HR Manager is empowered to lead day-to-day casework, policy updates, and manager guidance.
- Maintain modern, legally compliant employment policies and ensure they are regularly reviewed, aligned with legislation, best practice, and organisational values.
- Oversee the development, implementation, and continuous improvement of HR systems, data, and reporting, ensuring automation, efficiency, and meaningful management insight.
- Ensure HR analytics inform decision-making, service design, and organisational priorities.

Stakeholder & Leadership Support

- Coach and advise leaders at all levels, building confidence and capability across people management.
- Collaborate with colleagues across the organisation to manage change, improve culture, strengthen team performance and enhance staff experience.

- Shape internal communication priorities in collaboration with the marketing team, ensuring staff receive timely, meaningful information that enhances organisational cohesion.

Financial & Resource Management

- Manage the People Team budget and ensure sound, efficient use of resources.
- Lead on reward strategy, pay review cycles, benchmarking, and benefits, ensuring fairness, transparency, competitiveness, and alignment with organisational values.

Skills, Experience & Attributes

Leadership

- Strong, credible, compassionate leadership with the ability to influence at all levels.
- Experience coaching, developing, and leading People/HR teams, including direct line management of an HR Manager.

Professional Expertise

- Deep understanding of HR best practice, employment law, organisational development, workforce wellbeing, and people analytics.
- Significant experience in senior People/HR leadership roles, including overseeing ER, people operations, and cultural change.
- Strategic thinker with the ability to translate vision into practical action.

Personal Attributes

- Excellent communication, interpersonal, coaching, and relationship-building skills.
- Creative, solutions-focused, resilient, and committed to continuous improvement and innovation.
- Ability to manage multiple priorities effectively and work with agility in a complex environment.
- High integrity, emotional intelligence, and a collaborative, transparent style.

Values & Ways of Working

- Commitment to Julian House's mission, vision, and values.
- Inclusive, compassionate leadership that champions high standards of ethical and people-centred practice.
- A collaborative, empowering approach that models integrity, accountability, fairness, and respect.

What success looks like in this role

Success in the Head of People role is about creating the culture, capability, and conditions that allow our colleagues to thrive and deliver outstanding support to the people we serve.

You will contribute by shaping and delivering a People Strategy that strengthens leadership, improves staff experience, and ensures we have the skills and capacity required to meet growing and complex demand. This includes supporting managers, embedding strong and fair people practices, and ensuring our workforce is resilient, well-supported, and aligned to our values.

As Head of People you must act with integrity, bring professional insight to organisational decisions, and maintain a strong focus on colleague wellbeing and organisational culture. Success involves being visible across the charity – spending time with our teams, listening to colleagues, volunteers and leaders, and understanding the pressures they face. It also means building trusted relationships, promoting inclusion, and advocating for our people at every level.

Skills & Experience

- Excellent organisational skills with the ability to manage multiple priorities effectively.
- Effective coaching and interpersonal skills.
- Ability to influence at all levels and strong negotiation skills.
- Strategic decision-making.
- Proactive and creative approach to problem solving and process improvement.
- Proficiency in MS Office Suite.
- Significant experience in senior People/HR leadership roles.
- Strong background overseeing Employee Relations
- Experience leading People operations and building team capability.
- Deep knowledge of UK employment law.