

HR MANAGER

Recruitment pack | September 2024



FROM NATASHA, OUR CHIEF EXECUTIVE

Thank you for your interest in this exciting role with Working Chance, a small but powerful award-winning charity, helping women with convictions to find employment. We help women to turn their lives around and to find new hope and purpose. In doing so, we create economic as well as social value, because employment reduces reoffending (which costs the state £18 billion a year) and keeps people out of prison.

Most women who commit crime have a background of poverty and trauma stretching back to childhood. Add to that the difficulty of getting a job when you have a criminal record, and you can see why a charity like Working Chance is so vital.

Working Chance is also a wonderful place to work. Our team comes to work happy and motivated to be here. We survey our team about their happiness and wellbeing each quarter, and we consistently have a great net promoter score.

The quotes from current and recent team members in this pack show what life at Working Chance is like. We want our employees to feel happy to start their working week, and to end the week knowing they've made a difference. You'll be working alongside supportive, welcoming colleagues and for a compelling cause that changes people's lives.

Creating an inclusive culture is also very important to us, and we work hard to help everyone feel like they belong and can bring their full selves to work. We're passionate about equity, diversity and inclusion. You can see a [short summary of our 2023-2026 EDI strategy on our website](#). We've done a lot of work to embed equitable principles across every part of the charity, but we're ambitious to do a lot more, and we need a passionate HR Manager to be a part of this change.

The role is part-time, with the flexibility to set out your working hours in a way that suits you and a hybrid working arrangement. It's the sort of position where you can really make your mark within the organisation.

If you have any questions about the role or want to discuss it more before you apply, please contact the hiring manager, Ruth Daniells, our Head of Finance and Resources on ruth@workingchance.org

I hope you will consider applying.

Natasha Finlayson OBE
Chief Executive



*"This is the feeling I've been missing my entire working life."
- Working Chance employee*

WORK FOR AN AWARD-WINNING CHARITY

“I have never had such a great start to a new job and I think this is representative of the organisation as a whole. Everyone is very passionate and enthusiastic about what we are trying to achieve, and I feel very enthused myself as a result.”
- Working Chance employee

We were thrilled to be named by The Big Issue as one of their ‘Changemakers for 2022’ at the start of 2022. We won Organisation of the Year in the Howard League Community Awards 2022, and were also a finalist in the Centre for Social Justice Awards 2022. In 2019 and 2021 we were shortlisted for Charity of the Year in the Charity Times Awards.

“My confidence has grown and I no longer feel like a failure, in fact, Working Chance has made me realise that I am stronger than I give myself credit for.”
- Hannah, Working Chance client”

FLEXIBILITY

Most of the Working Chance team work a hybrid model, partly at home and partly in our London office at Elephant and Castle. We currently have some staff outside London who are fully home-based.

“In the year I have worked here I have seen the charity grow and develop in the most incredible way. I couldn’t be more proud or passionate about the work we do!”
- Working Chance employee

JOB DESCRIPTION

Job title:	HR Manager
Location:	Our office is based in London but members of the organisation work from home, based across the country. Colleagues living close to the office work a hybrid model, enabling them to work up to 60% of their contracted hours at home, provided that they have a suitable home environment. We would prefer the HR Manager to have a presence in London and are open to conversations regarding this.
Hours	21
Salary	£40,793-£44,975
Contract	Permanent
Responsible to:	Head of Finance and Resources

About the role

You will ensure that the charity is supported by effective, fit for purpose HR processes, policies and practices. You support the charity in creating a high-performing, inclusive environment where difference is embraced and individuals can flourish.

What you will do

- Ensure all our people-related documentation, policies and processes is up to date and compliant with legislation.
- Partner with the Senior Leadership Team on the organisation's strategic people priorities.
- Develop the organisation's equity, diversity and inclusion (EDI) priorities, working with the EDI Working Group, and embedding EDI in cross-organisational HR practices.
- Deliver pulse surveys and run and analyse key performance indicators to monitor progress against our EDI priorities.
- Support and coach managers on a confidential basis to address people issues promptly and with sensitivity.
- Write papers for the quarterly People Committee (a subcommittee of the Board) and the Board. Attend People Committee, liaise with the chair, and take the minutes
- Manage occasional employee relations casework, for example dispute resolutions, disciplinaries, grievances, absence management and restructuring/redundancy.
- Keep the finance team appraised of any adjustments to the monthly payroll.
- Manage training needs and budget across the charity, ensuring that mandatory training is undertaken, and deliver or source additional training as needed.
- Support line managers with recruitment by providing advice on recruitment and selection strategies where needed, placing job adverts and advising on diversity and inclusion issues in recruiting practice.
- Promote employee wellbeing policies and initiatives and help to ensure that our colleagues' wellbeing is supported.
- Provide ad hoc support for client-facing teams on HR queries.

What you will bring to the team

- Equivalent knowledge and experience of CIPD Level 5 (level 7 preferred).
- Deep experience in an HR generalist role working both strategically and

operationally, preferably within a charity.

- Excellent up to date understanding and knowledge of UK employment legislation and its application.
- Excellent up to date understanding and knowledge of issues around diversity, equity and inclusion and experience of putting this into practice in an HR context.
- Experienced in supporting and coaching line managers with HR issues.
- Track record of managing complex employee relations cases.
- Track record of designing, writing and updating HR policies and processes.
- Comfortable and confident working in a stand-alone role, able to work with a high degree of autonomy as well as collaboratively.
- Ability to thrive while juggling a range of commitments, working on strategic HR projects while attending to operational HR needs.
- Excellent written communication skills, solid IT skills, particularly the main MS Office products with excellent attention to detail.
- Pragmatic, problem-solving approach and sound judgement.
- Ability to build trust quickly, maintain confidentiality and act with discretion and diplomacy at all times.
- Open-minded and non-judgmental, particularly in relation to the women we work with, who have a wide range of criminal convictions.

Benefits

- Pension scheme with Scottish Widows.
- Generous annual leave of 25 days' holiday + three bonus days over Christmas and New Year + plus public holidays and your birthday off.
- Employee benefits site with discounts on shopping, holidays and access to financial support.
- Wellbeing days.
- We prioritise inclusion and belonging and are passionate about promoting equality, valuing diversity and working inclusively.
- All staff have confidential access to an Employee Assistance Programme.
- Clinical supervision is available for all Individuals who work with clients.
- All staff events and team days.
- A culture of recognition and celebration.
- Payment of your annual CIPD membership (or other relevant membership body).

Equity, diversity and inclusion

Working Chance values everyone as an individual – our employees and volunteers, our clients and all the other stakeholders we come into contact with in the delivery of our work. Harnessing difference creates a productive environment in which everybody feels valued, their talents are fully utilised, and organisational and personal goals are met.

Our values

Our values are part of who we are, what we do and how we do it. These are:

Commitment

We go above and beyond to support each woman we work with to recognise her strengths and potential, and to help her believe she can have a job or career she loves. We offer honest insights and solutions to policy makers because we know the justice system could and should be better. We are committed to helping transform the employment landscape by inspiring employers to be open-minded and inclusive in their attitudes and practice towards people with convictions.

Collaboration

We treat every client and colleague, and people we come into contact with outside our organisation, with respect and we value their contributions and experience. We know that working in partnership with others will help us to get the best outcomes for women with convictions, and that we are only one part of the jigsaw puzzle.

Growth

We see every woman with a conviction for how bright her future can be, and not for her past. As an organisation, we are constantly growing our knowledge and expertise, and as individuals we are always learning.

Lived experience at our heart

We want to be representative of the people we are here for, so we prioritise lived experience when we recruit for new colleagues, and we ensure it's well represented on our trustee board. Our lived experience advisory panel guides our work. Our service and our influencing work are continuously reviewed to ensure that they reflect the needs and perspectives of women who have experienced the justice system first-hand.

Safer Recruitment

Working Chance is committed to providing a safe environment for all those who work at and with Working Chance. The safe recruitment of all those who undertake work here is the first step to ensuring that we are fulfilling this commitment.

All positions at Working Chance are offered subject to the following conditions:

- Receipt of satisfactory references covering the last 3 years of your employment or voluntary work.
- A satisfactory Basic Disclosure Check.
- Proof of your identity and that you are legally entitled to work in the UK.