

# Job Description

## KEY INFORMATION

<b>Post:</b>	<b>People and Culture Manager</b>
<b>Hours and Location:</b>	36 hours per week Monday to Friday or 0.8 FTE. Based at our offices in Burpham, Guildford with option to work from home 1-2 days a week. Some flexibility required to support needs of business. E.g. meeting with sessional staff and volunteers in the evening.
<b>Responsible to:</b>	Chief Executive
<b>Responsible for:</b>	Volunteer Coordinator HR and Executive Assistant
<b>Salary:</b>	£42,000-£46,690 FTE (pro-rata for 0.8 FTE)

## JOB PURPOSE

Action for Carers (Surrey) is a county wide charity dedicated to improving the outcomes of young and adult carers. We have 68 employees, 15 sessional workers and volunteers. The People and Culture Manager will:

- Lead and develop the HR function including recruitment, retention, reward, learning and development, employee relations, staff engagement and culture.
- Develop our volunteer function by building extra capacity.
- Ensure we look after our people and develop a values-led ethos.
- Provide organisational leadership as part of the senior leadership team.
- Ensure compliance with legal and statutory duties and embed a best-in-class approach to HR management

## MAIN DUTIES AND RESPONSIBILITIES

The postholder will:

### Strategic HR

- Contribute towards the organisation's strategic plan and deliver against assigned outcomes.
- Develop a people plan which includes the use of added value people solutions such as volunteers, work placements and apprenticeships.
- Provide leadership, guidance and compliant advice to the leadership team, particularly during times of change.
- Ensure our workforce represents and reflects the diversity of the people that we support and work with.

## **Leadership**

- Contribute to the corporate leadership of the organisation and work collaboratively and effectively across the senior management team, providing robust support and challenge as required.
- Present information, recommendations and plans to trustees, senior colleagues and our employees in a clear and persuasive way.
- Proactively manage and develop the HR and Volunteering team comprising of a Volunteer Coordinator and HR and Executive Assistant.
- Support cross-organisational projects that further the strategic aims of the organisation

## **Delivery**

- Use a coaching style approach to support managers develop their HR knowledge and capability, providing advice and guidance on all aspects of human resources to managers.
- Oversee the recruitment process, ensuring ACS follows best practices and attracts a diverse range of candidates, with a particular focus on safer recruitment.
- Ensure compliance with safer recruitment guidance and ensure all HR processes are legally sound and fit for purpose.
- Manage the employee life cycle, from induction to exit, ensuring a seamless and positive experience for all staff.
- Maintain and update HR policies and procedures to reflect legal requirements, best practices, and the values of the organisation.
- Provide proactive advisory support on all employee relations matters, including performance management, disciplinary issues, and grievances.
- Ensure compliance with mandatory training requirements and oversee the planning and delivery of learning and development activities to help our people and the organisation evolve and thrive.
- Work with managers to develop and promote the volunteering function within the wider organisation.
- Provide practical and strategic support and guidance to the Volunteer Coordinator and proactively support the development of volunteering activities.
- Work with the Finance Manager to ensure that the payroll information provided is accurate and monthly checks are completed.
- Ensure that workplace practices prioritise employee Health, Safety and Well-being including oversight of DSE assessments, liaising with occupational health, reasonable adjustments and emergency evacuation plans.

## **Culture & Engagement**

- Foster a culture of well-being, ensuring staff feel supported and valued in their roles.
- Promote and embed the organisational values of Inclusion, Respect, Excellence, and Focus across all HR initiatives.
- Develop a culture that embraces and celebrates diversity across our workforce, ensuring we are reflective of the communities we serve.
- Ensure internal communications are effective and accessible to all staff, especially those who are not office-based, in collaboration with the Marketing and Communications Manager.
- Develop initiatives, such as the staff forum, to continue to enhance employee engagement, retention, and satisfaction.
- Ensure ACS is a workplace that supports staff with their own caring responsibilities, embedding flexible and supportive policies, whilst still delivering organisational priorities.

## Personal Specification

Experience		
Essential		
	Yes	No
<ul style="list-style-type: none"> <li>CIPD Level 5 qualification (or equivalent professional experience).</li> </ul>		
<ul style="list-style-type: none"> <li>Excellent knowledge of employment law and HR best practices.</li> </ul>		
<ul style="list-style-type: none"> <li>Experience in handling employee relations matters.</li> </ul>		
<ul style="list-style-type: none"> <li>Significant experience in a HR generalist role, covering the full employee life cycle including recruitment, employee relations, change management, engagement and HR policy development.</li> </ul>		
<ul style="list-style-type: none"> <li>Experience in developing and implementing ED&amp;I initiatives.</li> </ul>		
<ul style="list-style-type: none"> <li>Experience of supporting and managing change processes (e.g., restructures, TUPE, organisational culture shifts).</li> </ul>		
<ul style="list-style-type: none"> <li>Experience in overseeing learning and development programmes.</li> </ul>		
Desirable		
<ul style="list-style-type: none"> <li>CIPD Level 7 qualification.</li> </ul>		
<ul style="list-style-type: none"> <li>Experience of leading or managing an HR function, including line management responsibilities.</li> </ul>		
<ul style="list-style-type: none"> <li>Experience of managing volunteers or developing volunteer engagement strategies.</li> </ul>		
<ul style="list-style-type: none"> <li>Understanding of safer recruitment principles and practices including DBS.</li> </ul>		
<ul style="list-style-type: none"> <li>Experience of advising senior leadership and contributing to strategic decision-making.</li> </ul>		
<ul style="list-style-type: none"> <li>Experience with developing and delivering learning and development sessions to staff.</li> </ul>		

Skills & Knowledge		
Essential		
	Yes	No
<ul style="list-style-type: none"> <li>Strong interpersonal and communication skills, with the ability to influence and engage at all levels.</li> </ul>		
<ul style="list-style-type: none"> <li>Ability to present ideas, policies, and reports to senior leadership, trustees, and staff in a clear and persuasive manner.</li> </ul>		
<ul style="list-style-type: none"> <li>Good knowledge of HR systems, processes, and employment law compliance.</li> </ul>		

<ul style="list-style-type: none"> <li>Ability to manage HR projects, including policy updates, recruitment campaigns, and culture initiatives.</li> </ul>		
<ul style="list-style-type: none"> <li>A proactive approach to problem-solving, with the ability to provide pragmatic and legally sound HR advice.</li> </ul>		
<ul style="list-style-type: none"> <li>Strong organisational and time management skills, with the ability to prioritise workload effectively.</li> </ul>		
<ul style="list-style-type: none"> <li>Strong numeracy skills, able to calculate and check payroll information.</li> </ul>		
<ul style="list-style-type: none"> <li>Confident in handling sensitive and confidential information with discretion.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of HR software for managing HR records and running report and analysing information.</li> </ul>		
<b>Desirable</b>		
<ul style="list-style-type: none"> <li>Familiarity with employee engagement initiatives to enhance workplace culture.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of workplace well-being initiatives and mental health support strategies.</li> </ul>		

<b>Personal Attributes</b>		
<b>Essential</b>		
	<b>Yes</b>	<b>No</b>
<ul style="list-style-type: none"> <li>A commitment to the values of <b>Inclusion, Respect, Excellence, and Focus.</b></li> </ul>		
<ul style="list-style-type: none"> <li>A collaborative and adaptable approach, working effectively across teams.</li> </ul>		
<ul style="list-style-type: none"> <li>A desire to support staff well-being and fostering a positive workplace culture.</li> </ul>		
<ul style="list-style-type: none"> <li>Able to work independently, take initiative, and drive HR improvements.</li> </ul>		
<ul style="list-style-type: none"> <li>A commitment to equality, diversity, and inclusion and the drive to embed these principles.</li> </ul>		
<b>Desirable</b>		
<ul style="list-style-type: none"> <li>Personal experience of having a caring role, or an infinity with unpaid / family carers.</li> </ul>		

### **Other Requirements**

#### **Essential:**

- Willingness to work occasional evenings and weekends as required.
- Ability to be on-call for approximately six weekends per year.
- Willingness to travel across Surrey occasionally for meetings or events or to support volunteering activities.