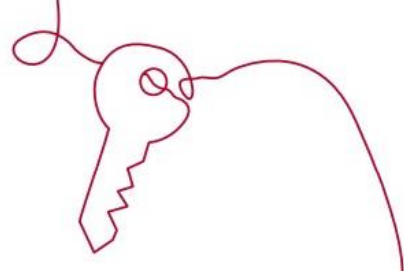




Charity



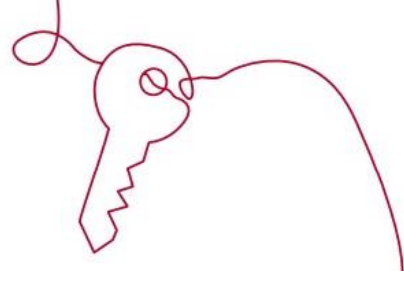
SENIOR PEOPLE AND CULTURE MANAGER

APPLICATION PACK





Charity



Dear Candidate,

Thank you for your interest in the opportunity to join our team at St Martin-in-the-Fields Charity.

At St Martin-in-the-Fields Charity, we work collaboratively to support frontline workers across the UK, aiming to help individuals facing homelessness find and maintain a safe place to live. The Charity offers essential assistance to secure housing, including emergency grants through the Vicar's Relief Fund, which quickly addresses immediate housing needs and brings transformative changes to people's lives.

Our Frontline Fund supports projects and initiatives that work with those experiencing homelessness, funding various projects across the UK that help individuals obtain and sustain secure living arrangements through services like healthcare, legal advice, and mental health support to facilitate the transition out of homelessness.

And the Charity supports The Connection at St Martin's, aiding numerous individuals from across London on their journey to overcome street homelessness.

At St Martin's we provide consistent high-quality support for frontline workers, by running the Frontline Network. This network operates throughout the UK and offers funding opportunities, events for knowledge sharing on innovative approaches to helping people out of homelessness and empowering staff on the frontline groups to make a positive impact on homelessness.

Alongside the Network we offer training grants to individuals and groups of frontline staff to enable them to gain knowledge and increased confidence in delivering their vital work.

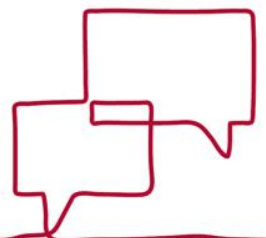
It is an exciting time to join us as we build towards the 100th BBC Radio 4 Christmas Appeal with St-Martin-in-the-Fields in 2026 – a key source of our funding- whilst responding effectively to the changing nature of homelessness. As we approach this significant milestone, the Charity is building the team to ensure we are able to maximise the impact of the Appeal and our Programmes in future years.

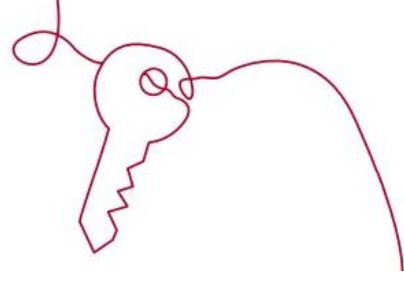
We are looking to build a team who will be collaborative with high emotional intelligence and possess excellent written and oral communication skills. You will also have a proven ability to form effective working relationships. Finally, you will have a genuine commitment to our values and ethos.

If this sounds like you, and you have the skills and experience we are looking for, then we would love to hear from you.

Warm regards,

Duncan Shrubsole
Chief Executive Officer
St Martin-in-the-Fields Charity





About St Martin-in-the-Fields Charity

Who we are

St Martin-in-the-Fields Charity is a UK-wide homelessness charity. We fund a range of projects across the UK, providing innovative services within healthcare, legal advice and mental health support to facilitate a long-term transition out of homelessness. We work to prevent this situation from happening in the first place. When it does happen, we provide emergency financial assistance that can transform the lives of those who are homeless or at risk of homelessness, helping them find and keep a safe place to live and call home.

The charity is at a pivotal stage in their development, building on the hugely successful BBC Radio 4 Appeal that will enter its 100th Anniversary in 2026 and diversifying income streams to create year-round opportunities to donate and support their diverse programmes.

Our Vision

Everyone has a safe place to call home and the support they need to keep it.

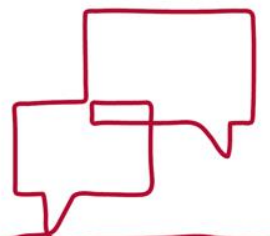
Our Goal

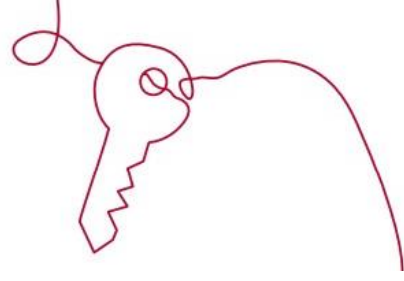
Homelessness is prevented. When it does occur, people receive the best possible support that enables them to secure and keep a safe place to live.

Our Heritage

We were established in 2014 as an independent homeless charity, to support anyone at risk of or experiencing homelessness to have somewhere to call home. But our heritage pre-dates that. Since the 1920's St Martin-in-the-Fields has been caring for people when they needed it most.

In 2024, we will be running the 98th Christmas Appeal with BBC Radio 4. The Christmas Appeal was first delivered on Sunday December 5, 1920, when Dick Sheppard asked his congregation for donations to support families at Christmas. In December 1925, the Christmas Appeal was incorporated into the broadcast Christmas service, and in 1927 the appeal was included in the BBC Radio Times.





Our Values

We put... people first

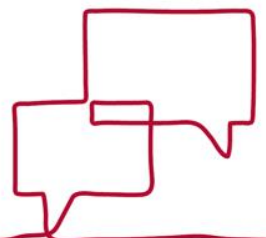
We value those we work with, seeking out and listening to all voices to understand how we can work together to make sure anyone experiencing homelessness is moved into a safe home with the necessary support in place.

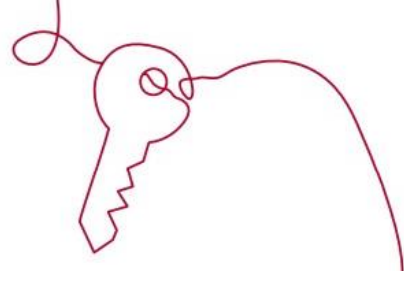
We are... a learning organisation

We reflect on what we learn, act on the evidence, and share learning with others.

We work... collaboratively for change

We build relationships based on trust and shared vision.





Hiring Manager's Letter

We are genuinely excited to announce this opportunity for a Senior People and Culture Manager at St Martin-in-the-Fields Charity. As a key member of our team, you will play a pivotal role in shaping our organisational culture, fostering employee engagement and driving positive change.

We are more interested in your potential than we are in a perfect career or education. We want to recruit the right people for the right roles so we can create the right environment for building a strong, high-performing management team full of complementary experiences and strengths, not a group of people with the same perspectives.

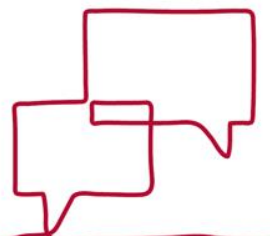
We believe that our people are our greatest asset. Our commitment to creating an inclusive, supportive and growth-oriented workplace sets us apart. As our Senior People and Culture Manager you will collaborate with cross-functional teams, influence strategic decisions and have the chance to make a real impact by championing employee well-being, diversity and professional development.

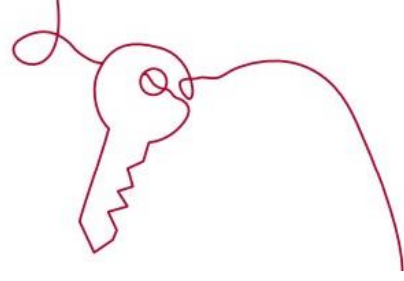
Why Choose Us?

- Competitive compensation and benefits package.
- Opportunities for professional growth and development.
- Supportive and collaborative team environment.
- Impactful work that makes a difference in people's lives.

This pack provides information about our work and structure. You will also find specific details for this role and information on how to apply.

If you are ready to contribute your expertise and drive positive change, then please consider applying because this really is a great place to work!





CHARITY EMPLOYEE BENEFITS

Policies

- Enhanced maternity pay policy, paternity/second parent pay and leave and parental provision
- Enhanced bereavement leave policy
- Flexible and hybrid working
- 25 days annual leave plus bank and public holidays
- Length of service annual leave increments

Wellbeing

- Free, confidential EAP service with opportunities for counselling sessions
- Employee eyecare provision
- Charity covers the cost of annual flu vaccine for individual team members
- Regular DSE assessment
- Access to online wellbeing resources including information, advice, social chat, playlists
- Regular scheduled wellbeing focus times

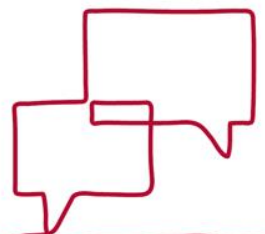
Training

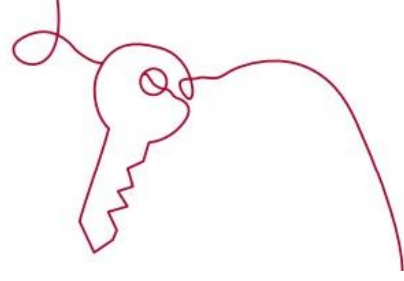
- Training given for managing mental health in the workplace
- Training provided on safeguarding and housing/homelessness sector to new starters
- Staff encouraged to attend Frontline Network and Partner events as well as other professional/sector events
- Generous training opportunities funded by the Charity
- Occasional reward and recognition gifts to staff
- Dedicated monthly Work SMARTER day given over for staff to pursue training and professional opportunities

Financial

- Contributory pension scheme in place (Standard Life) - Charity employer contribution 6%
- Annual salary review
- Travel loan arrangements

We are continuing to develop and improve our employee benefits offer in innovative and meaningful ways.





EDI RECRUITMENT STATEMENT

St Martin's Charity is committed to developing a diverse, inclusive and culturally sensitive workplace and community for everyone. We will do so by fostering a compassionate and supportive environment that respects and values difference, where everyone feels welcome and confident to be themselves. We are proud to be an equal opportunity employer.

In recruiting for our team, we appreciate the unique contributions that every individual can bring without regard to race, ethnicity, colour, religion or no religion, gender, gender identity or expression, sexual orientation, national origin, disability or age. We actively welcome applications from people of marginalised identities, especially those with lived experience of homelessness.

We are always learning and our processes evolving, so we welcome feedback.

Accessibility information

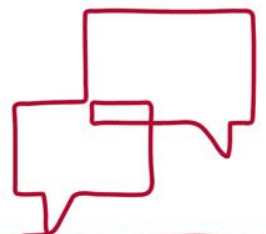
We understand that different people have different access needs and have made some modifications to the way we do business to accommodate people from diverse communities and abilities.

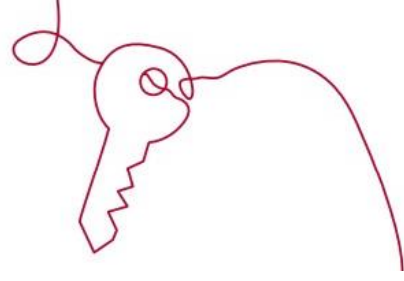
We offer the following amenities:

- Full DSE assessment conducted
- Purchase of specialist IT/office workstation equipment, e.g. standing desk, ergonomic chairs, screen filters
- Changes to start and finishing times/more frequent or extended breaks
- Flexible working arrangements
- Home and office working workstation set up
- Allowing a phased return to work after long-term sickness absence
- Modifying performance targets for those struggling to maintain a certain level of work
- Providing a working environment that minimises distractions
- Occupational Health assessment paid for by the Charity
- Providing a mentor and/or 'buddy'

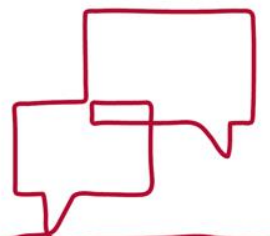
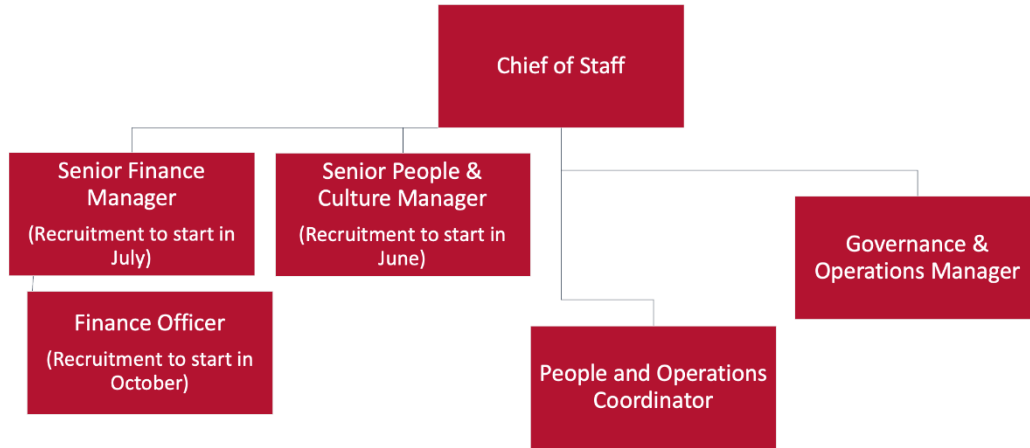
We have an agreed an EDI Action Plan that includes EDI considerations which we will begin working towards in 2024-25.

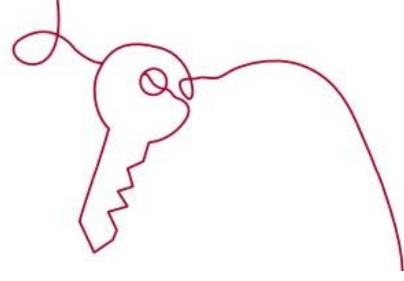
Applicants with disabilities or health conditions are invited to contact us in confidence at any point during the recruitment process to discuss steps that could be taken to overcome operational difficulties presented by the role, or if any adjustments or support are required during the recruitment process.





People & Operations Team Organogram, June 2024





Job Description

Job Title: Senior People and Culture Manager

Responsible to: Chief of Staff

Line Management: None

Contract Type: Permanent, Full-time

Hours: 35 hours per week

Location: Runway East, 24-28 Bloomsbury Way, London. WC1A 2SN. [Bloomsbury & Holborn Coworking & Private Offices \(runwayea.st\)](https://runwayea.st)

We offer flexible and hybrid working, but office-based work will be required on a regular basis.

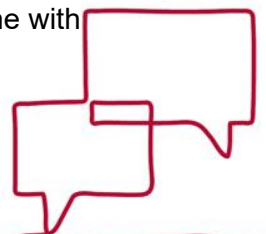
Salary: £48,000 per annum

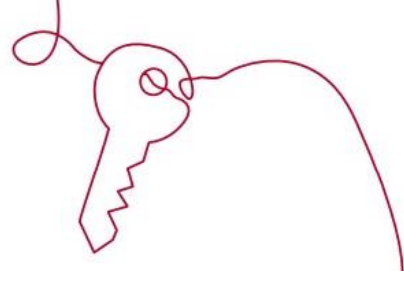
Main Purpose of Role

The Senior People and Culture Manager is a key member of the Charity's management team. They will have responsibility for designing, constructing and implementing a People and Culture strategy to create a transparent, consistent and agile process for the entire employee journey. They will play a pivotal role in fostering a thriving, healthy and positive organisational culture to ensure our staff feel valued, engaged, and well equipped to deliver the highest standards of work. This role provides high-level operational delivery of our People function to build an organisational infrastructure that delivers against the strategic objectives of the organisation.

Main Responsibilities

- **People Strategy:** Work alongside the Chief of Staff to develop and implement a comprehensive people strategy that aligns with our mission and values and promotes equity, diversity and inclusion.
- **Talent Acquisition:** Oversee the recruitment process to identify innovative solutions to improve the efficiency of our hiring to attract and retain talented individuals who align with the core values and mission of the Charity.
- **Learning and Development:** Implement learning and development programmes to ensure all staff have the necessary skills and knowledge to perform their roles effectively whilst promoting career advancement opportunities within the organisation.
- **Performance Management:** Manage the performance review process, providing guidance to managers on performance improvement strategies and identifying opportunities for growth and development.
- **Employee Engagement:** Foster a positive work environment that encourages collaboration, innovation and excellence.
- **Policy Development:** Develop and update HR policies and procedures in line with best practice and employment law.

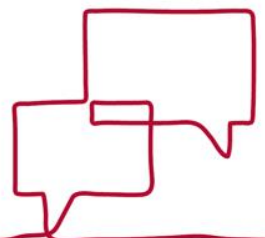


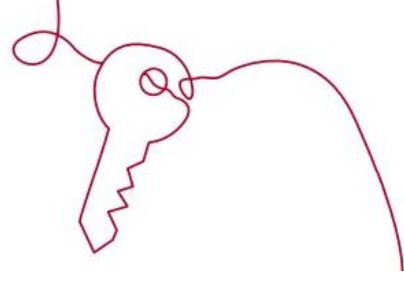


- **Employee Relations:** Serve as a trusted advisor to staff and management, addressing concerns and resolving conflicts at work, including grievance, capability and disciplinary matters.
- **Culture Enhancement:** Collaborate with leadership to reinforce organisational culture and values, driving initiatives that promote diversity, equity, and inclusion. This includes ensuring the charity-wide EDI Steering Group meets regularly and has a tangible, appropriate remit linked to meeting the Charity's operational EDI focused objectives.
- **HR Administration and Budget management:** Oversee all HR administration, including contracts, leave management, payroll and pensions. Responsibilities include management of the People and Culture budget including training, recruitment and other staff-related investments.

Duties and Responsibilities

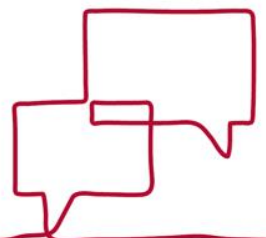
- **People Strategy:** Create and implement a comprehensive plan that addresses all aspects of managing the organisation's human resource including standardising metrics and evaluation processes across HR programmes to ensure there is a data-driven approach when evaluating and addressing the needs of our employees. This includes developing recruitment strategies to attract top talent, retention strategies to keep them engaged and motivated and succession planning to ensure leadership continuity. The People and Culture Strategy should align with the Charity's mission and strategic objectives.
- **Culture Building:** Foster a positive, inclusive and supportive workplace culture. The Senior People & Culture Manager will implement initiatives that promote diversity, equity and inclusion, such as training programmes and inclusive hiring practices. They will also work to ensure that the organisation's values are reflected in the Charity's working environment.
- **Talent Acquisition:** Identify organisational staffing needs, recruiting high quality candidates and supporting with the selection of the candidates best suited for the available positions to ensure we meet best practice and achieve positive outcomes.
- **Performance Management:** Oversee the process of setting employee goals, monitoring performance, providing feedback and conducting performance reviews. The Senior People & Culture Manager will ensure that the performance management process is fair, consistent and aligned with the Charity's objectives. They will also collaborate with managers to address performance issues and develop Improvement Plans.
- **Learning and Development:** Assess the skills and capabilities that employees need to succeed in their roles and achieve the Charity's operational objectives. The Senior People & Culture Manager will develop and implement an organisational training plan, workshops and other learning opportunities including researching suitable training providers, coordinating training delivery and evaluating effectiveness.
- **Employee Relations:** Manage the relationship between the Charity and its employees. The Senior People & Culture Manager will provide guidance and advice on complex HR issues, such as disciplinary matters, grievances, and employment law. They will also work to resolve conflicts and promote a positive working environment where all employees are treated fairly and respectfully.

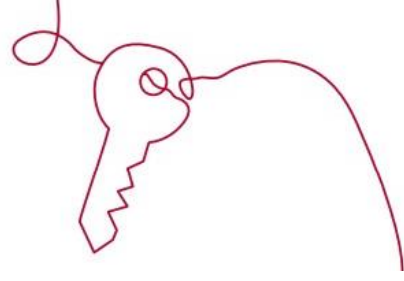




- **Employee Engagement:** Champion and foster a positive working environment. This includes promoting teamwork, recognising employee achievements and addressing any issues that may impact employee satisfaction and productivity.
- **HR Policies and Procedures:** Develop and update the Charity's HR policies and procedures to ensure that they reflect the core values of the Charity and are regularly reviewed and refreshed to meet legal compliance and demonstrate best practice. All HR policies and procedures must be communicated to all employees and implemented in practice consistently across the Charity.
- **HR Administration:** Manage all HR administration including preparing employment contracts, onboarding, offboarding, payroll and benefits. This will require using the financial accounting system, Liberty, uploading changes on PeopleHR and HMRC and running the monthly staff payroll to produce the monthly P32 report for the finance team to arrange payment.
- **Event Management:** Oversee all aspects of staff event planning and management, including identifying and working with external venues/ facilities, negotiating contracts with suppliers and maintaining and managing event budgets.
- **Leadership:** Provide direction, set performance expectations and develop the skills and capabilities of any team members they are responsible for. They will also serve as a role model, demonstrating the values and behaviours expected of all employees.

These responsibilities are designed to ensure that the organisation's staff are well-supported, motivated and equipped to carry out their roles effectively. They also help to create a positive organisational culture that aligns with the charity's mission and values.





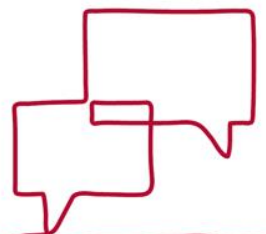
Person Specification

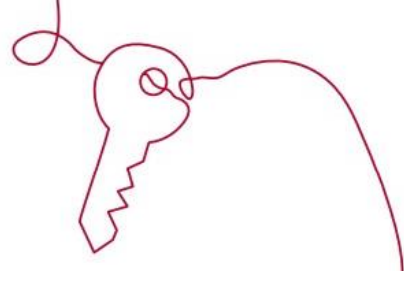
Experience and Knowledge

- A deep understanding of HR practices and principles and a good understanding of the principles of a learning organisation. This includes knowledge of recruitment processes, performance management systems, learning and development strategies and employee relations.
- CIPD qualified (Level 5) or working towards a qualification. Proven experience in a similar HR generalist role, preferably within the charity sector.
- Experience of implementing a People and Culture strategy and monitoring and evaluating its success using qualitative and quantitative data.
- Understanding of the HR needs of a small/medium charity and how to support efficient HR systems and processes.
- Experience in implementing EDI principles and embedding them through policies and organisational practices.
- Familiarity with employment law is essential to ensure the Charity's policies and procedures are legally compliant.
- Experience of designing and implementing training and development to support an agile, effective team and continuous improvement across the charity.
- Experience developing, planning and executing staff related events and training sessions. Experience of managing a budget, interpreting operational financial data and preparing relevant management information and reports.

Skills and Competencies

- **Leadership Skills:** The ability to build a scalable infrastructure, inspire and motivate a team, manage multiple workstreams and make informed decisions.
- **Communication Skills:** Excellent written and verbal communication skills are necessary for effectively conveying information and expectations to staff and a wide range of stakeholders.
- **Interpersonal Skills:** The ability to build and sustain strong relationships and work collaboratively with others.
- **IT Skills:** Ability to use a variety of software and competent use of MS Office and HR management tools.
- **Organisational Skills:** Strong time management skills to coordinate multiple projects, workloads and priorities.
- **Project Management Skills:** A good understanding of the operational planning process and how to link various levels of planning to achieve efficiency and strong teamwork across functions are vital.
- **Critical Thinking Skills:** The ability to be creative, flexible and use initiative to identify and resolve issues and implement effective solutions in a changing environment.
- **Cultural Awareness:** A deep understanding of equity, diversity and inclusion to foster a positive organisational culture.
- **Strategic Thinking:** The ability to develop and implement strategic plans that align with the Charity's goals.





- **Empathy:** Given the nature of the Charity, empathy and a genuine passion for helping others.

How to apply

If you are passionate about our work to address homelessness and would like to join the Charity as its Senior People and Culture Manager, please complete the application form available on our online jobs board here [Job Openings \(peoplehr.net\)](https://peoplehr.net)

You may wish to retain a copy of your answers as our ATS currently does not send applicants a copy of their application. Copies of applications will be provided for those invited to interview.

If you have any questions about the role or the recruitment process, please contact Jason Green, People and Operations Manager at jason.green@stmartinscharity.org.uk

Closing date: Sunday 21 July 2024, 11.59pm.

Interviews will be held in person during the week beginning 29 July 2024.

Some useful links

Main Charity website [St-Martin-in-the-Fields | UK homeless charity \(smitfc.org\)](https://www.stmartin-in-the-fields.org.uk)

BBC Radio 4 Christmas Appeal webpage [BBC Radio 4 - Radio 4 Christmas Appeal](https://www.bbc.com/radio4/charity)

2023-24 Year in Review [Year in Review-Final-05.10 \(fliphtml5.com\)](https://www.fliphtml5.com/Year-in-Review-Final-05.10)

Charity's YouTube channel [St Martin-in-the-Fields Charity - YouTube](https://www.youtube.com/channel/UC...)

