

# Refuge



**For women and children.  
Against domestic violence.**



**People Business Partner  
Applicant Information Pack**

## **Introduction from the CEO**

Thank you for your interest in working for Refuge.

We have a diverse team of incredible people who work together to provide an inclusive approach to ensure that every woman who needs support when facing domestic abuse, receives it.

We do this through a combination of frontline services offering immediate safety and support to women and their children. We also lead vital work to influence and change policies and practices that impact women and girls and use public engagement and campaigning to help change societal attitudes and norms.

We know that domestic abuse will never end until it is recognised by society as the crime that it is, and there is an understanding that it is underpinned by misogyny. We will not stop until we are able to challenge and shift harmful societal attitudes as well as drive policy and practice change that is needed to end Violence Against Women and Girls (VAWG). It is only then that women and children will be free to live their lives in safety, with control over their choices and without fear.

Whatever your role at Refuge, you will have the opportunity to grow and develop as part of an amazing diverse and inclusive team of inspirational and talented people who provide vital and specialist services to women and children when their lives are in crisis. This is not always easy work, but it is essential, it is lifesaving, and it is life changing. So, whether you work directly with clients, behind the scenes, or represent Refuge to the outside world, you will be an integral part of what we do.

We look forward to receiving your application.

**Abigail Ampofo**  
Interim CEO





We want kind and empathic people to work at Refuge, who believe in equality, diversity, and inclusion, are experts in their area of knowledge, want to make a positive difference and improve the lives of the women and children we support.

This is an opportunity to join Refuge as People Business Partner. You will join our People & Culture team playing an essential role in the recruitment and retention of the staff that deliver this vital work and of other colleagues who contribute to our success as an organisation.

In this role, the key responsibilities include delivering a responsive range of effective, compliant and customer focused people services that contribute to an inclusive culture, enabling colleagues to sustain high levels of performance.

**Salary:**

£33,188 per annum

(Inclusive of London Weighting, which may not be applicable depending on your home location and any agreed permanent homeworking arrangement including London weighting allowance)

**Employment term:**

Full Time, Permanent (37.5 hours per week)

**Location:**

Homebased with occasionally requirement to attend our London office (approximately twice per month)

**Closing Date:**

09:00am on 7 October 2024

**Interview Date:**

17 October 2024

## **Employment Terms**

### **Salary**

The annual full-time salary for this role is £33,188 per annum. Please note that this includes a London Weighting allowance of £3,000 (pro rata for part-time employees), which may not be applicable depending on your location and homeworking arrangements.

Refuge is an accredited Living Wage Employer. This means that every member of staff working here will earn a real Living Wage. The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. We voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay.

### **Days and hours of work**

The contracted hours of work for this role are 37.5 hours per week, Monday – Friday 09:00 – 17:30. The hours per week is exclusive of an unpaid hours lunch break for every full day worked.

### **Probation**

All appointments are subject to satisfactory pre-employment checks, further details will be provided when an offer of employment is made. The probation period for this post is 6 months.

### **Annual Leave**

Annual leave allowance is 28 days per annum plus public holidays, rising to 29 days after three years' service, 30 days after five years' service and 32 day after 10 years' service at the start of the annual leave year. Annual leave for part-time roles is pro rata.

### **Pension**

Refuge operates a qualifying salary sacrifice pension scheme with Aegon.

### **Employee Benefits**

Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation in achieving our aims, and we are dedicated to developing and rewarding our staff.

We offer all our employees a competitive benefits package including:

- Competitive salary
- Clinical supervision for all staff
- Confidential support and advice service via an employee assistance programme available 24 hours a day which provides support on a range of work and personal issues
- Enhanced sick pay leave which increases with length of service
- Excellent sector leading maternity, adoption, parental and paternity pay and leave
- Generous life cover scheme valued at four times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher Scheme
- Cycle to Work salary sacrifice scheme
- Discounted membership with PureGym
- Access to Perkbox providing discounts to employees on a wide range of activities and online purchases
- Opportunity to join our wide range of Equality Network Groups
- Access to free Will writing service

- The ability to apply for flexible working from day one. There will be space to discuss flexible working at interview
- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation, and for professional qualifications

**Training and Learning**

We are committed to supporting a culture that enables all staff to achieve their full potential by providing a range of professional and personal development opportunities including access to a wide range of e-learning resources.

## **JOB DESCRIPTION**

<b>Job Title</b>	People Business Partner
<b>Directorate</b>	People & Culture
<b>Reports to</b>	Senior People Business Partner
<b>Location</b>	Homebased with occasional attendance required at our London office (approx. twice per month)
<b>Working hours</b>	37.5 hours per week
<b>Working pattern</b>	9.00am – 5.30pm Monday – Friday

### **Role Outline**

Delivering a responsive range of effective, compliant and customer focused people services that contribute to an inclusive culture, enabling colleagues to sustain high levels of performance and helps Refuge to achieve its Strategic Objectives, and be a great place to work.

Providing high quality services on behalf of the People & Culture (P&C) team to ensure the smooth coordination and implementation of employee relations and recruitment activity. Supporting the development and implementation of P&C activities and projects as relevant to the role.

### **Key Accountabilities**

- Working as a business partner to allocated teams, demonstrating a clear understanding of their different needs and challenges, and supporting the identification and delivery of appropriate solutions that achieve positive outcomes.
- Providing an exceptional HR advisory and support service to effectively manage employee relations issues that arise relating to discipline, grievance, attendance and performance including managing a HR caseload to achieve efficient and positive outcomes to issues arising.
- In conjunction with managers, managing and coordinating an effective, efficient and candidate focused recruitment service ensuring compliance with statutory requirements and Refuge's policies.
- Leading, managing, developing and motivating the PBP team to provide effective business partner and customer focused advisory and support services on all aspect of employee relations and recruitment including organisational change.
- Managing, developing and motivating the HR Coordinator to provide customer focused advisory and support services on all aspect of business partnering and recruitment.
- Effectively supporting customers with organisational change and TUPE transfers, leading on the HR aspects.
- Supporting the onboarding induction processes, ensuring that pre-employment checks are undertaken on a timely basis and in line with safer recruitment and that there is a smooth transition between recruitment, onboarding and induction.
- Participating in the design and delivery of induction and training sessions for staff and managers.
- Developing supporting documents and templates covering regular HR functions including policies, letter templates and proformas.
- Assisting with cases that require input from the legal advisors and liaising with them to ensure all cases are dealt with promptly and resolved satisfactorily.
- Effectively using the HR database, inputting, and checking HR data and information to ensure accuracy.
- Supporting and developing common reporting processes that keep managers informed on employee relations and recruitment matters.
- Effectively identifying and managing risk, escalating issues where necessary.
- Provide ongoing coaching and support to managers to take appropriate and timely actions aspiring to achieve a good practice outcome.

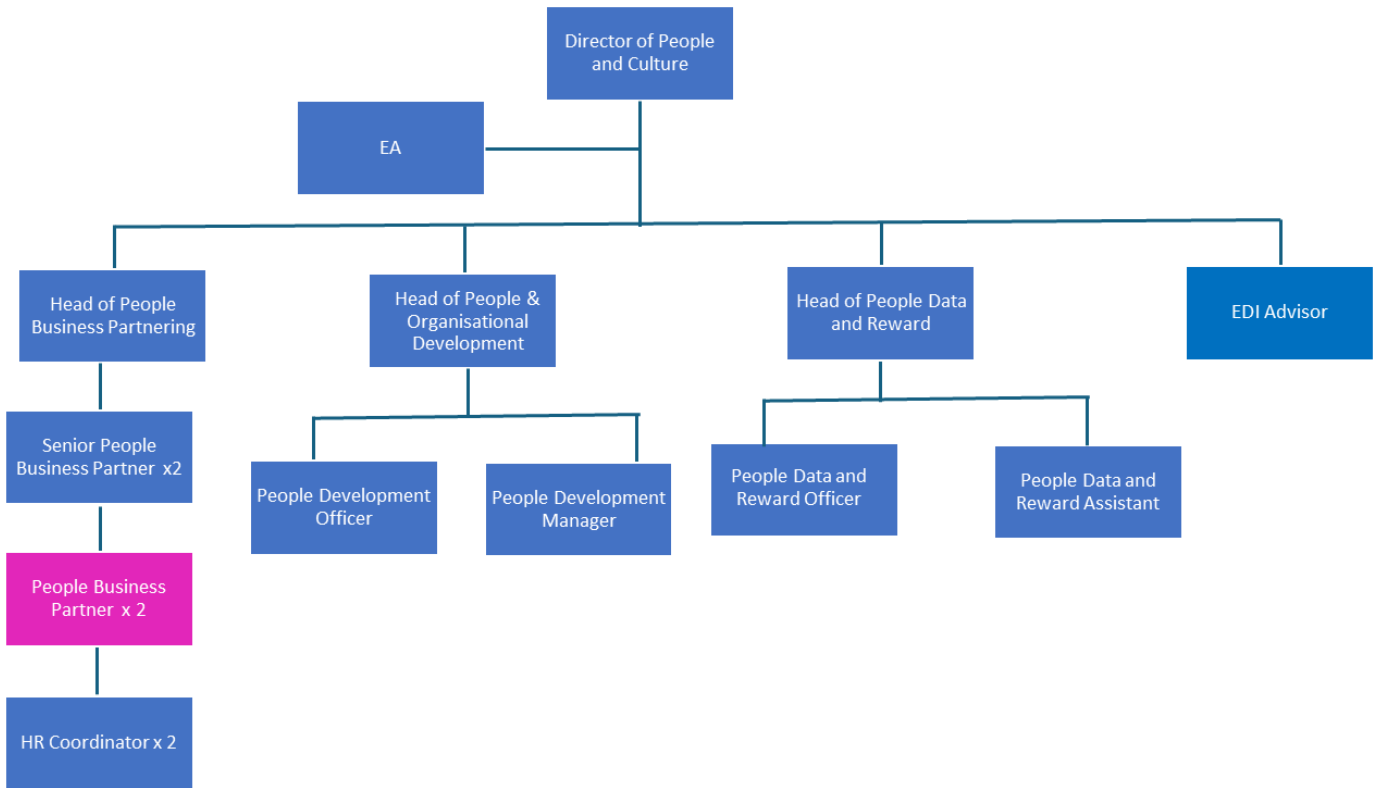
- Developing and maintaining a detailed understanding and acting as a guardian of Refuge's policies and procedures ensuring these are being followed consistently and to a high standard and offering information to managers and staff as appropriate. Supporting the review and update of all employment policies.
- Supporting the P&C team as required including notetaking, recruitment and selection, and covering in the absence other P&C team members as required
- Contribute to the implementation of new pay and reward schemes including job evaluation where this is needed to ensure parity across the Refuge.
- Developing and maintaining positive, collaborative working relationships with all Refuge staff to achieve and sustain the reputation of the human resource team as a professional support function.
- Enhancing personal capability by undertaking continuous personal development activity and maintain up to date knowledge.
- Ensuring that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies. Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
- Demonstrating an understanding of and commitment to Refuge's values and to equality, diversity, and inclusion

**It is essential to the development of Refuge's service delivery that the post holder can respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.**

We are committed to safeguarding therefore we expect all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks (DBS) in accordance with the DBS Code of Practice for all roles. We undertake an enhanced DBS check for our roles working directly with survivors.

This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

# Team Structure Chart





## **Who Are We Looking For?**

For us it is important that you are passionate, committed and care about the work Refuge undertakes. Not all roles require previous experience in the Violence Against Women and Girls (VAWG) sector. You may be able to bring relevant experience from another industry or transferable skills from a different type of role or volunteering/community experience.

For us, a role description is a useful guide. But please don't discount yourself if you feel you don't meet all the criteria and believe you have the potential. Above all we value individuals who are committed to working hard but looking after yourself, flourish in an inclusive environment and want to make a positive difference to the communities we support.



## **Person Specification**

### **Qualifications, Knowledge, and Experience**

- Good standard of general education
- Previous relevant experience in a similar role providing advice and support on recruitment and employee relation matters
- Experience of building effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity
- Experience of applying relevant employment law and good practice within a HR environment.
- Experience of using computerised HR applications and systems in an HR function
- Associate of the CIPD or equivalent experience with evidence of continuous development.

### **Skills**

- A solution focused approach to providing resolving problems and issues
- Good numerical skills with the ability to analyse and report on data, identifying patterns and trends
- Good communication skills both written and verbal
- Good organisational skills including the ability to work on own initiative in a structured way, to prioritise a wide range of activities/ competing urgent tasks and use available resources to ensure tasks are completed to deadlines
- Ability to identify and manage HR related risks
- Good attention to detail
- Ability to work proactively and effectively as part of a team to deliver results, supporting others as required
- Ability to use Microsoft Office 365 (word, excel, outlook,) at intermediate or advanced level

### **Personal Qualities**

- An interest in and commitment to the long-term success and development of Refuge
- Flexible and adaptable
- Acts as a role model for the organisation with integrity and a demonstrable commitment to upholding professional standards
- Demonstrates passion and approaches all work in an enthusiastic way
- A commitment to follow the policies, procedures and philosophical principles of Refuge and a strong commitment to feminism, empowerment, support, and equality which underpin all of the work undertaken by Refuge.

## An Inclusive Workplace for All

- Our vision is to have a workforce that is reflective of the communities we serve; therefore, we actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.
- We are committed to challenging the inequalities of society and will continue to learn and grow as an organization to ensure that we provide an inclusive and welcoming environment for all.
- We understand that people have personal lives, and these can sometimes impact on their time and availability. We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. If you need flexibility within your working hours, working pattern or location then do let us know and if the role and team can support that request, we will do what we can to support you.
- We are proud to have been awarded Disability Confident Employer. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. Refuge is committed to doing what we can to support our employees.
- We committed to paying a competitive salary for the sector because we want to help break the poverty cycle and reduce social economic barriers to those working within the sector. This is reflected in our commitment to the Show the Salary pledge and #Nongraduateswelcome and being an Accredited Living Wage employer.
- We understand that individuals who are Black, Asian and ethnically diverse are often underrepresented within the sector therefore we have signed up to the VAWG Anti-Racism charter, we have an EDI Steering Group and equality, diversity and inclusion training.
- We have created a [Respect Charter](#) to complement our values to support our EEDI journey in creating an inclusive and respectful environment both within Refuge and beyond.
- Furthermore, we have seven Employee Network Groups providing a safe space for staff to share their lived experiences and to challenge us as an organization to do better.

These groups are:

- Mental Health and Wellbeing
- LGBTQI+ Shine
- Anti-Racism
- Allies
- Families
- Women's
- Disability and Neurodiversity Matters

## How To Apply

### Key Information and Deadlines

To apply please access our online application form via our website:

<https://refugecareers.ciphr-irecruit.com/Applicants/vacancy>

**Applications must be completed and submitted by 9.00am on 7 October 2024.**

- If you have any questions or want to discuss the post before applying, please contact us via email to [recruitment@refuge.org.uk](mailto:recruitment@refuge.org.uk)
- You can also find out more information about Refuge at [www.refuge.org.uk](http://www.refuge.org.uk)

**Interviews will take place via video conference on 17 October 2024.**

### Completing your application form

What matters most to us when recruiting new members to join the Refuge team, is the inclusive attitude and relevant experience you will bring to the organisation and the role, and how you will support our values of: A FEMINIST FORCE FOR GOOD, NEVER SHY AWAY, BUILD IT TOGETHER, SHOW WE CARE, LEARN EVERY DAY. The full values can be downloaded from our [website](#)

Please note that we do not accept CVs for this job vacancy and all applications must be submitted via our online application form. The application process will require you to complete various sections of the application form. It is important that you complete all sections. Please do indicate N/A (not applicable) should some areas of the form not apply to you.

Your Supporting Statement section of the application form describing your skills and experience against the job description and person specification, will also be used to determine who to invite for an interview. Therefore, please do give clear examples of how your skills and experience are relevant to the job you are applying for, and how and where you have used them. Your Supporting Statement should not exceed a maximum of 800 words.

For example, this can be:

- Relevant experience from your present or previous jobs.
- Skills and experience gained from community or voluntary work, work experience, leisure interests and activities in the home.
- Education and the training you have received.

We would like to thank you in advance for expressing an interest in working for Refuge. We look forward to receiving your application.

### Applications from Refuge Service Users and Survivors

Former Refuge service users and other survivors supporting Refuge in its external work including for fundraising, policy, media and press can apply for all externally advertised job vacancies.

Survivors that are currently using our services cannot apply for Refuge job vacancies. This restriction is for the survivor's safety and to ensure there is no conflict of interest.

A confirmation of a conditional job offer to a former service user will be subject to a risk assessment. Where significant risks to Refuge and other service users cannot be mitigated, we may not be able to make a conditional offer of employment. If successful in securing the role, their data on Impact will be protected.

### **Our commitment to inclusive recruitment**

Our People and Culture team will remove your name, address and date of birth before forwarding your information for shortlisting. Your education is only considered if it is a requirement of the role.

We want Refuge to be an organisation that is reflective of the society we are based in, therefore, we are committed to growing our diverse workforce. The information you provide on the diversity monitoring form is confidential and helps the People and Culture team to understand where you would have seen the role and how we may need to do better in ensuring everyone who wants to work for Refuge is aware of the opportunities as they arise.

### **Other information**

Safeguarding is vital to our work, and we strive to prevent harm and promote and protect the welfare and safety of all adults and children that come in contact with the organisation. We have a collective responsibility to take a do no harm approach by prioritising the safety and wellbeing of the women and children accessing our services, as well as ensuring a duty of care to our staff and volunteers.

As part of this responsibility, we undertake basic disclosure checks (DBS) for all roles in accordance with the Codes of Practice and in line with our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy, and for our roles working directly with survivors, at an enhanced level check. Applicants are encouraged to apply for job vacancies, having a spent or unspent conviction will not automatically exclude you from being offered the role. If you are successful in securing the role, we will hold an open and measured discussion about any convictions that might be relevant to the role. Our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy is available to applicants on request.

### **Data Protection Act**

Refuge is committed to protecting your privacy. Information provided by you in your application form will be kept for the purposes of monitoring. It will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, relevant information will be taken from this form and used as part of your human resources record. All personal information that you supply to us as part of your application will be processed in accordance with prevailing UK Data Protection legislation.

By submitting your completed application form you are consenting to your personal data being used and held as described above.

Please ensure that the information you give to us is correct and that you let us know of any changes immediately.

