

# Refuge



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



**People Data and Reward Manager  
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 the People Data and Reward Manager. This key role is responsible for managing the provision of effective and customer focused payroll, pensions and employee benefits, ensuring high standards of service and compliance supported by a comprehensive payroll manual and pay rules.

**Salary**

£56,000 per annum

(Inclusive of £3,000 London Weighting, which may not be applicable depending on your home location and any agreed permanent homeworking arrangement)

**Employment term:**

This post is Permanent, Full Time, 37.5 hours per week.

**Location:**

Flexible/Hybrid

**Closing Date**

9.00am, Monday 10 February 2025

**Interview Date**

Monday 17 February 2025

Remotely (between 10:00am – 16:00pm)

## **Employment Terms**

### **Salary**

The annual full-time salary for this role is £56,000. 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 are 37.5 hours per week, from Monday to Friday. This is exclusive of an unpaid lunch break for every full day worked. The level and scope of this job means that there may be occasions where you may be required to work additional hours, including out of hours. Overtime is not applicable to this role.

### **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 30 days following completion of five 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 three times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher scheme
- Cycle to Work scheme
- Access to an employee benefits platform 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.

## **ADVERT**

### **Refuge, People Data and Reward Manager**

Refuge is the largest domestic abuse organisation in the UK. On any given day our services support thousands of women and their children, helping them to overcome the physical, emotional, financial and logistical impacts of abuse and rebuild their lives.

Do you have payroll management experience, including working with a payroll bureau? Have you worked with and developed HR systems including building reports? Do you have experience of supporting reward strategies? If so, this is an exciting opportunity to join our People & Culture team, managing the People Data and Reward function.

To be successful in this role, you will have proven experience of running a payroll function, including pensions and employee benefits. You will have experience in pay modelling and advising on pay policy and processes. You will also have a key eye for detail, analysing data and creating reports.

You will be rewarded not only through a competitive pay and reward package, but through the ability to grow and develop alongside hundreds of inspiring colleagues at all levels across Refuge dedicated to the important work that we do.

## **JOB DESCRIPTION**

<b>Job Title:</b>	People Data and Reward Manager
<b>Directorate:</b>	People & Culture
<b>Report to:</b>	Deputy Director, People & Culture
<b>Responsible for:</b>	2 Direct Reports
<b>Working hours:</b>	37.5 hours per week
<b>Working pattern:</b>	9.00am – 5.30pm Monday – Friday

### **Role Purpose**

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Managing the provision of effective and customer focused payroll, pensions and employee benefits, ensuring high standards of service and compliance supported by a comprehensive payroll manual and pay rules.

Leading on the management and continuous development of the integrated HR and payroll system (CIPHR) to support improvements in the efficiency and effectiveness of related People & Culture services and activities.

### **Key Accountabilities**

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- Leading on the continuous improvement of the integrated HR and Payroll system including identifying, implementing and embedding new opportunities to improve its use within the P&C team and across the Refuge including system development and configuration, and integration with other systems where feasible and where there is a business need.
- Ensuring that appropriate systems and processes are in place to maintain the accuracy, quality and security of data held in the HR system.
- Contract management of the HR system, pension and benefits contracts including maintaining up to date knowledge on new products and consulting the P&C team accordingly, management of related budgets and managing the escalation of issues to ensure resolution.
- Supporting the development and implementation of Refuge' pay policy and reward strategies, ensuring that they are aligned with business objectives and priorities, including undertaking research, conducting salary range reviews and paybill modelling periodically to inform senior staff decisions on pay.
- Designing and developing reward tools, templates, guidelines and calculators to facilitate informed and accurate reward decision making.
- Developing and maintaining the HR system processes and procedures to ensure their effectiveness, data security and compliance.
- Providing meaningful and accurate P&C KPI reports at team and organisational level.
- Ensuring the system is appropriately configured to ensure the accurate and timely provision of monthly, quarterly and ad hoc workforce information reports for P&C colleagues and at team, directorate and organisational level.

- Supporting the Director of P&C in the analysis of data and internal and external benchmarking.
- Supporting the Director of P&C on the development and maintenance of the team annual directorate plan and contributing the annual P&C report.
- Assisting in any training required to enable the effective use of the HR system including the delivery of training to P&C colleagues and staff.
- Ensuring there is consistency between the staff establishment and related budget data and employee data held by P&C.
- Working closely with IT colleagues to ensure that expectations in relation organisational IT policies and procedures are applied effectively to the use and operation of the HR System
- Supporting the Refuge in meeting its statutory obligations, including but not limited to equal pay and gender pay reporting.
- Contributing to wider People and Culture activities as relevant to the nature and scope of the role.
- 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, equity, diversity, and inclusion.

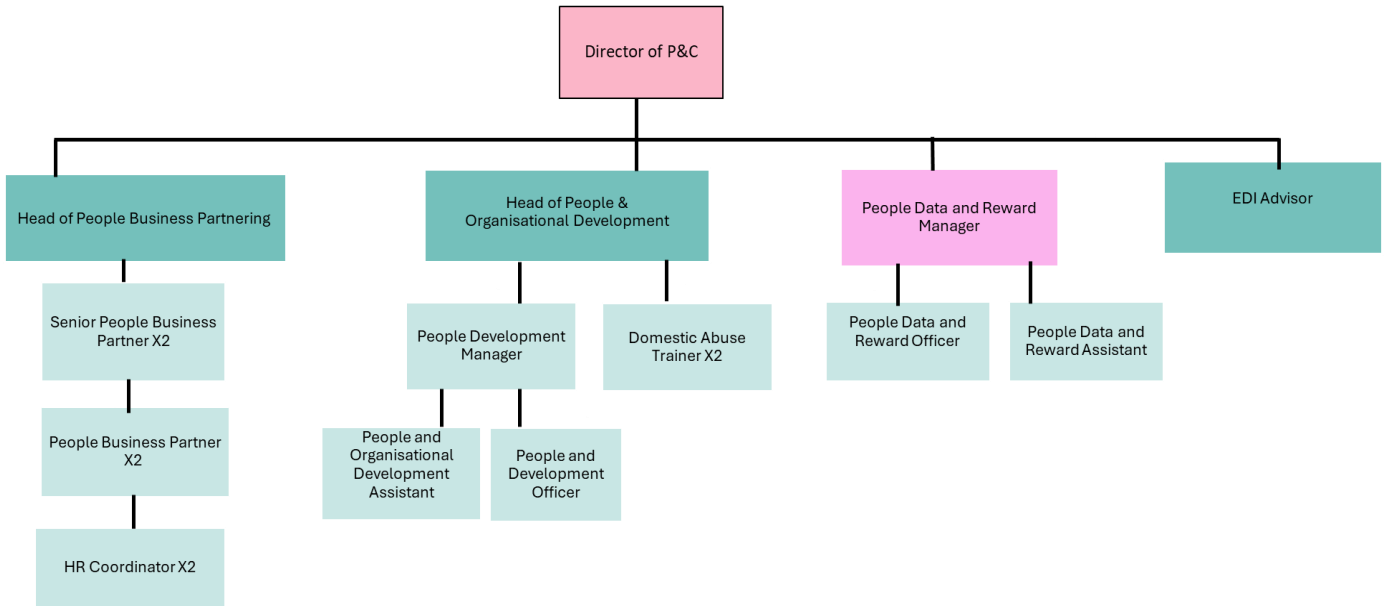
It is essential that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

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.

It is essential that the postholder 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 postholder may have over time.



# People & Culture 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
- Experience of working with a payroll bureau service
- Experience of building effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity
- Experience of working with and developing HR systems including building reports
- Demonstrable experience of applying relevant good practice within a HR environment.
- Understanding of the Violence Against Women and Girls (VAWG) sector is desirable
- Understanding of CIPHR is desirable
- Payroll qualification or equivalent experience.

### **Skills**

- A solution focused approach to providing resolving problems and issues
- Ability to demonstrate and instil in others high level of customer service
- Strong management skills with the ability to develop and inspire others
- Ability to identify and manage risk at team level
- Advanced level IT proficiency working with experience of dealing with statistical data and providing analysis.
- Excellent communication skills both in writing and verbally
- Excellent organisational skills including the ability to work on own initiative in a structured way, to manage the work of others and to priorities a wide range of activities/ competing urgent tasks and use available resources to ensure tasks are completed to deadlines
- Proven project management skills
- Good attention to detail
- Creative and innovative with a future focus
- Ability to work proactively and effectively as part of a team to deliver results, supporting others as required

### **Personal Qualities**

- Proactive in approach, identifying challenges and proposing solutions.
- Creative and innovative with a future focus.
- 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 commitment and approaches work in a curious, open manner.
- 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 Monday 10 February 2025

- 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 February 2025

### 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](#)

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.

