

People Business Partner (CSL), June 2024

Job title:	People Business Partner (London Skylight)
Department:	People Team
Reporting to:	Head of People
Salary:	£51,844 per year
Hours:	35 hours per week
Location:	This role will be based at the London Skylight at No.50 Commercial Street. There may also be a need for some UK travel. The People team is based at Universal House in London – near to the London Skylight. Some working from home is an option however onsite presence is a key requirement of this interim role – with a minimum of 3 days per week at the London Skylight.
Contract type:	12 month Fixed Term Contract

Aim and influence

- Act as business partner to the Director of Operations (London and Christmas) and the Skylight Director (London), using a broad range of HR expertise and data insight to understand needs and advise on people initiatives that support the delivery of business plans
- Work closely with the People Business Partner for Client Services to ensure alignment and identify opportunities for collaboration across other areas
- Work in collaboration with the wider People and Culture function and areas of the organisation to deliver effective, development, planning, implementation and embedding of people and culture projects, and organisational change
- Play an integral role in the development and embedding of the People and Culture Strategy and associated workstreams and projects – with a focus on the specific challenges and opportunities at the London Skylight; our largest delivery site.

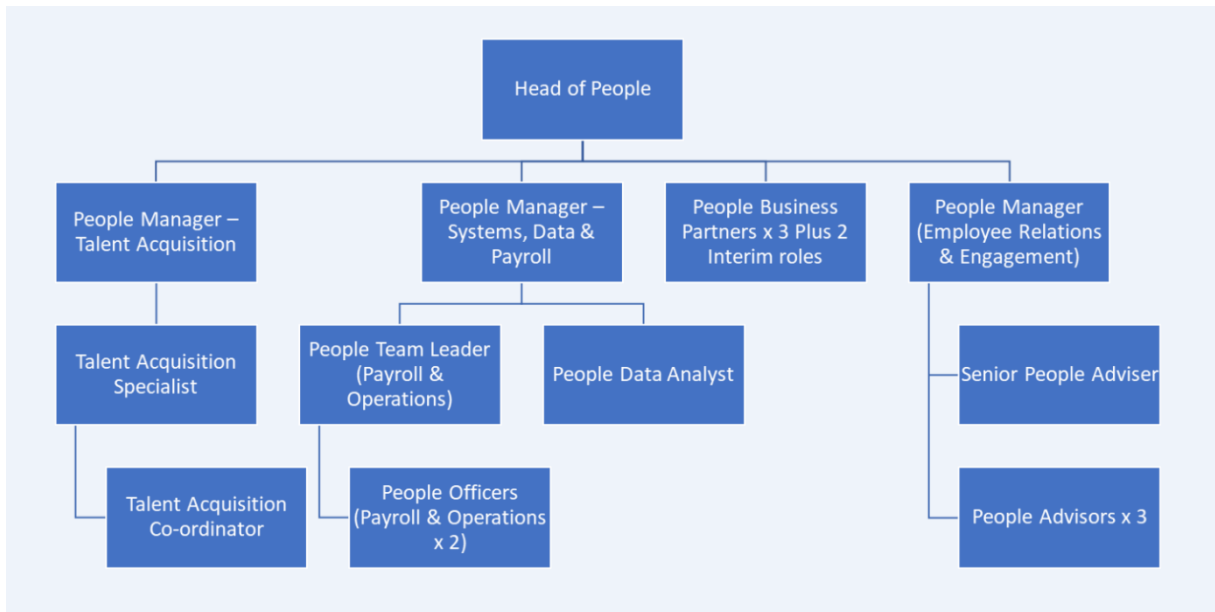
Financial and supervisory responsibility

- No formal line management however key support to People Advisors working collaboratively to gain insights from their dedicated areas and inform their approach
- Mentoring of colleagues wishing to progress to a People Business partner role in the future

Other key details

- High level of onsite presence. Some UK travel may be required which may include overnight stays

Organisational chart



Please note structure is subject to change

People Team

The People Team support the delivery of the Crisis organisational strategy, utilising specialist HR skills, knowledge and professional best practice to maximise the impact of our work.

We support leaders to create a culture of inclusion and high-performance throughout the organisation, cultivating a psychologically safe and positive work environment for everyone.

We will listen to all colleagues and signpost and support them to achieve a working environment that allows them to thrive.

All colleagues can expect the People Team to act inclusively, and respond to queries, challenges and opportunities in an agile, creative and person-centred manner. Pragmatism and compassion will be offered when advising on policy and process.

Job responsibilities

- Act as a trusted advisor, partnering with senior leaders and managers - understanding the context in which they operate and working collaboratively to develop people solutions that help deliver business plans and address challenges
- Act as HR lead on change initiatives, including transformational projects, working closely with senior leaders, stakeholders and other People Business Partners, where relevant, to achieve good quality change management

- Coach managers to embed HR processes and effective management within teams, including an approach that embraces wellbeing and inclusion to enable employees to thrive at work
- Collaborate with the rest of the People and Culture function, including to:

Learning & Organisational Development

- Enable change, develop culture or new ways of working and improve performance

Talent Acquisition

- Ensure we attract the best talent, maximise opportunities for internal progression and improve the diversity of the workforce

Systems, Data & Payroll

- Use data to analyse trends, protecting the organisation through awareness of risk factors and implementing interventions before they escalate
- Evaluate employee engagement, progress against priority areas and the effectiveness of People policy and practice
- Inform leaders and managers, enabling them to make people decisions that are evidence based and to address areas for improvement in their people plans

Advisory

- Collaborate closely with the People Manager (Employee Relations and Engagement) to ensure the People Advisors provide person-centred, solutions-focused and risk assessed advice and support the effective resolution of employee relations issues in line with our values. In cases where there is complexity or high risk, this may include coaching or directing the People Advisors, or providing advice directly on cases within the Partnering area
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- Support workforce planning and business planning processes including assessing team capacity and job design, working in partnership with other functions to match resource and capability to changing organisational needs
 - Understand the ER landscape within the partnering area(s) and help shape a person centred, inclusive approach to issues.
 - Support the Head of People and the People Manager (Employee Relations and Engagement) to manage a safe, low risk, person centred and inclusive framework for case management.
 - Lead or contribute to projects that improve organisational effectiveness and the experience of employees, particularly around organisational priorities such as wellbeing and diversity and inclusion and in own specialism/areas of interest
 - Collaborate with the wider People and Culture directorate and rest of the organisation, for example to represent the People Team in cross organisational projects or contribute to wider workstreams

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- Develop strong relationships with key collaborators in the People and Culture team, such as colleagues in EDI, Wellbeing, L& OD and Employee Communication and Engagement to ensure the partnering approach is aligned to the wider aims and priorities of the team
- As determined by the Head of People or the People Manager (Employee Relations and Engagement) contribute to the development of People policy and guidance writing, ensuring they align with Crisis's culture and values, meet legal requirements, and demonstrate best practice
- Participate in discussions with Trade Union representatives, developing innovative solutions that improve the employee experience and seek informal resolution wherever possible
- Maintain own continuous professional development including knowledge of employment law and best practice, anticipating changes that might impact the organisation and developing external networks as appropriate

Contribution to the team

- Support the development of the People team, and wider People and Culture directorate by working collaboratively with colleagues across the various teams to identify opportunities for improvement and implementing effective solutions
- Participate as an experienced member of the People team, including giving support and direction to the wider People team and being available to support in the absence of the other People Business Partners as needed
- Play an active role in the Extended People Management Team Meetings, proactively contributing and collaborating in this senior space.
- Highlight trends and themes from partnering work to inform People Team priorities and wider collaboration opportunities to deliver maximum impact for our employees
- Contribute to L& OD initiatives, for example in the development of training, Crisis Learn content or Tea & Talks/Power Hours
- Contribute to team meetings including leading sessions on relevant areas of work
- Maintain the People team collaboration site (in SharePoint) and OneNote pages

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Seek to align all work to the People and Culture Strategy and the Organisational Strategy
- Follow Crisis policies and procedures, including health and safety and data protection
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Experience of working in a People Business Partnering role, or using a partnering approach, including providing strategic insight and collaboratively developing people solutions to build capability and support organisational aims.
- 2 Experience of partnering with senior stakeholders to deliver organisational change - confident to coach, influence and challenge as appropriate
- 3 Experience in using mediation and/or facilitation skills to resolve conflict and build relationships
- 4 Confident decision maker, able to make appropriate judgements, advise where there is ambiguity, and to work with minimum supervision
- 5 Strong mentoring and coaching skills, with a commitment to developing colleagues and providing person centred support to enable them to thrive at work
- 6 Excellent communication skills including the ability to summarise information concisely, communicate difficult messages and interact with a diverse range of people
- 7 Demonstrable experience of providing credible advice on employment law and best practice which carries a degree of legal and reputational risk
- 8 Knowledge of change management and OD principles and willingness to work in strong collaboration with L& OD Leads to achieve improved outcomes for employees
- 9 Ability to work in a fast paced and challenging environment, managing others' expectations and meeting deadlines
- 10 Committed to being part of a People team across a range of specialisms and to working collaboratively with them and other internal stakeholders
- 11 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 11 Level 7 CIPD qualified, ideally holding current membership of the CIPD at Chartered Member level

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk. It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience. Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website. **Please note!** If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this, and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.