

Global Policy, Advocacy and Campaigns and International Programmes Division Business Partner

Job description



Mary holding her son Chileshe and a glass of clean drinking water at her home in Kazungula District, Zambia. June 2022

WaterAid/Chileshe Chanda



WaterAid

We are WaterAid



Our vision is a world where everyone, everywhere has sustainable and safe water, sanitation and hygiene.

Our mission is to transform lives through sustainable and safe water, sanitation and hygiene.

Our values define our culture and unite us across the many countries in which we work. They are at the very heart of WaterAid - who we are, what we do and how we do it.

Respect. We treat everyone with dignity and respect and champion the rights and contribution of all to achieve a fairer world.

Accountability. We are accountable to those we work with and to those who support us.

Courage. We are bold and inspiring in our actions and words, and uncompromising in our determination to pursue our mission.

Collaboration. We work with others to maximise our impact, embracing diversity and difference in the pursuit of common goals.

Innovation. We are creative and agile, always learning, and prepared to take risks to accelerate change.

Integrity. We act with honesty and conviction and our actions are consistent with openness, equality and human rights.



WaterAid/Ernest Randiriimalala

Terms of appointment



Place of work	WaterAid 6 th Floor, 20 Canada Square, Canary Wharf, London, E14 5NN. We enjoy 60/40 hybrid working: 60% of employee's time in a location of their choice; 40% face to face, defined as in the London office; conferences or stakeholder meetings or other locations as relevant for the proper performance of the duties of the role.
Grade	Grade 3
Salary	£48,314 - £ 50,729 with excellent benefits
Contract type	Permanent, Full Time
Reports to	Head of People - International
Line manages	Others indirectly through matrix relationships.
Travel requirements	There may be limited travel within the UK and internationally.

Role accountabilities



Job purpose

The People Business Partner is the main point of contact and provides generalist people advisory support to teams based in the UK in the GPAC and IPD directorates. Through effective partnerships with managers and employees, the role contributes towards employee engagement, employee experience and WaterAid's culture. The role supports both line managers and employees who are in the GPAC and IPD directorates. The role also partners with HR colleagues across WaterAid UK to provide support and people advisory services to team members with managers in the UK, who are based in other countries (IPD and GPAC directorates).

Key accountabilities

- Provide generalist people advisory service and support through effective partnerships with leaders in the IPD and GPAC functions.
- Provide generalist people advisory services and support to employees across the two directorates and contribute towards employee engagement.
- Work closely with the Senior Business Partner, People Leads across the Federation and the UK People Support Team to ensure HR matters arising are addressed and resolved in an effective and timely manner and contribute to and/or lead on HR projects as required.
- Collaborate with internal experts & centres of excellence to help deliver effective business solutions.
- Be a contributing and collaborative member of the WAUK People team to ensure the effective delivery of the Global People Strategy.
- Work across the International Programmes Directorate (IPD) and the Global Policy, Advocacy & Campaigns Directorate (GPAC); understand their opportunities / challenges and deliver agile, and pragmatic HR solutions and recommendations.
- Act as an adviser to London-based line managers: providing an effective balance of support and challenge, enable excellence in people management across geographical boundaries and address underperformance while also acknowledging outstanding contributions.
- Advise and support change activities: including restructures, redeployment or redundancies, ensuring team changes are implemented and communicated effectively and in line with our values, best practice and legislation. Effectively coordinate change across geographies through effective partnerships with the relevant People Lead and stakeholders.
- Support line managers by providing job design advice, conducting job evaluations underpinned by our job evaluation methodology and tools. For roles based outside the UK, coordinate across the People team network to reach an outcome.

- Support workforce planning to identify future recruitment, resourcing and talent needs. Collaborate across WAUK to ensure successful recruitment / selection approaches and resourcing challenges are resolved.
- Facilitate / support global and local staff mobility in collaboration with key stakeholders, in partnership with the Global Reward Lead.
- Bring a diversity, equity and empowerment lens to Business Partnership and advice. Proactively apply this lens to people policies, practices, and initiatives. Continue to grow own awareness and expertise and build capability in others.
- Contribute to learning / training solutions including providing insight into learning needs, delivering and where appropriate, designing workshops to enhance knowledge and grow middle management capability.
- Advise and coach managers on pay & reward to enable them to have good conversations with their teams. Be a champion for our 'Total Reward' approach: facilitate solutions to resolve attraction and retention of talent.
- Analyse Staff Survey data and support/advise managers regarding action plans to enhance departmental responses to the survey results.
- Undertake mid to senior exit interviews: ensuring trends are identified and any challenges are addressed via collaboration with key stakeholders.
- Lead on employee relations matters, including investigations, ensuring due diligence and the best outcome, in line with WaterAid values; while mitigating litigation and reputational risks for the organization.
- Maintain an effective balance of business partnership (being a trusted advisor), and employee championship in the IPD and GPAC directorates.

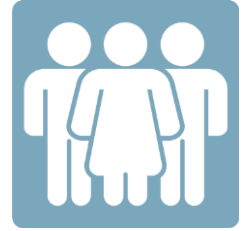
Provides services to

- Global Policy, Advocacy and Campaigns Directorate
- International Programmes Directorate

Other key stakeholders

- London Based Departmental Heads and Managers in GPAC and IPD
- Heads of People in Countries hosting global roles
- UK People Team
- Reward and Learning Leads

Person specification



Essential skills

Functional expertise:

- Experience of supporting change management (e.g. restructures, job evaluations).
- Demonstrable HR generalist experience with a successful track record of advising on reward, recruitment, selection, talent management, performance, DEE and leading on ER matters.
- Proven ability and confidence to influence, challenge and negotiate with stakeholders.
- Good attention to detail, and ability to manage competing priorities and deadlines.
- Good numeracy and communication skills in English (verbal and written), with the ability to provide clear, concise and effective advice on HR matters.
- Curiosity, agility and commitment to operational excellence and delivery.
- Commitment to personal learning and development.
- Ability to draw insights from data for effective partnership and decision making.

Behaviours:

- Working style that reflects WaterAid's values of Respect, Accountability, Courage, Collaboration, Integrity and Innovation.
- A team player able to work in a collaborative way to deliver results.
- Ability to navigate ambiguity and work calmly under pressure.
- Proactive, adaptable and resourceful with a solution focussed approach to people issues.
- Ability to nurture trust, across all levels in the organisation.
- Mindset of building people management capability within managers rather than dependency
- Successful track record of relationship building across different countries and cultures.
- Good emotional intelligence: and able to make rational and professional judgements based on consideration of the facts and alternatives available.
- Capability and willingness to shift between strategic and operational spaces.

Desirable Skills

- In depth experience in one or more of the following areas: reward, talent management, resourcing, HR metrics, line management development, diversity & inclusion.
- Training delivery knowledge and / or experience. Facilitation skills / coaching qualification.
- An interest in and/or knowledge of development issues and the work of INGOs
- Experience of working in multi-cultural environments and an appreciation of how different cultural, legal and labour markets influence people management practices.
- Human Resources / Business Degree. A master's degree would be an added advantage (not a core requirement).
- 5-10 year's generalist HR experience in a medium sized organisation.

Our commitments



Our People Promise

We will work with passion and focus to ensure safe and sustainable water, toilets and hygiene are available to everyone, everywhere. WaterAid is a place of purpose – where people have a real commitment and shared responsibility for the impact we have. We are a global community with diverse backgrounds and perspectives, motivated by inspiring, stimulating work. We are determined to put the wellbeing of our people first, to be a place where people feel safe and able to contribute their voice and truly live our values.

Equal opportunities

We are an equal opportunity, disability-confident employer and are dedicated to achieving the highest standards of diversity, equity and inclusion. We welcome applications from people of all backgrounds, beliefs, customs, traditions and ways of life. This includes, but is not limited to, race, gender, physical or mental ability, age, sexual orientation, religion, national or social origin, health status and economic or social situation.

Safeguarding

We are committed to protecting everyone we come into contact with. We have a zero-tolerance approach to abuse of power, privilege or trust across our global work, and any form of inappropriate behaviour, discrimination, abuse, bullying, harassment or exploitation. Safeguarding the people and communities we work with, our staff, volunteers and anyone working on our behalf is our top priority and we take our responsibilities extremely seriously. All offers of employment are subject to satisfactory references and appropriate screening checks (which include counterterrorism, safeguarding and criminal record checks).



WaterAid/Sayna Bashir

Muhammad pumps water for Sonya, Samiya and Nadir while they play with each other in Muzaffargarh District, Pakistan. March 2022