

**Job Title:** People & Culture Business Partner

**Reporting to:** Director of People & Culture

**Service:** People & Culture (Corporate Services)

**Salary Band:** 5.1

**Location:** Camden Head Office/Hybrid

**Working Pattern:** Monday - Friday

**Hours:** 37.5 hours per week

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This job description may change to reflect changing requirements of the role

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### Overview

The People & Culture Business Partner will work in partnership with leaders, key stakeholders and People & Culture colleagues to shape, develop and deliver people strategies and solutions aligned to Solace's priorities.

This is an exciting opportunity to join Solace at a pivotal stage in its organisational development. As part of an evolving People & Culture function, the postholder will play a key role in strengthening management capability, improving employee experience, embedding best practice and supporting a wide-ranging programme of workforce and cultural transformation.

The role will initially have a strong focus on employee relations and organisational stability, supporting managers with complex casework and workforce challenges. Alongside this, the successful candidate will contribute to a broader programme of strategic People & Culture initiatives, including organisational development, workforce planning, change management, engagement, systems and process improvement, learning and development, and the modernisation of people practices across the charity.

This role would suit an experienced HR professional who enjoys balancing operational problem-solving with strategic project work and who is motivated by the opportunity to help shape a progressive, values-led organisation delivering critical frontline services.

**Accountabilities**

- Partner with leaders and managers to deliver People & Culture solutions aligned to organisational priorities, supporting organisational effectiveness, workforce planning and change initiatives.
- Provide expert advice and guidance on a wide range of employee relations matters, including disciplinary, grievance, performance, absence management, organisational change and complex casework, ensuring fairness, consistency and legal compliance.
- Lead and support organisational development and transformation initiatives, including culture change, employee engagement, leadership capability, process improvement and the modernisation of people practices.
- Develop and deliver training, coaching and guidance to managers on people management best practice, employment law and inclusive leadership.
- Use workforce data, trends and insights to identify risks, opportunities and priorities, supporting evidence-based decision making and continuous improvement.
- Work collaboratively across the organisation to improve People & Culture systems, processes and service delivery, helping to drive efficiency, consistency and positive employee experience.
- Deliver and support key People & Culture initiatives across the employee lifecycle, including workforce planning, restructuring, resourcing, talent management, pay and reward, employee engagement, organisational development, TUPE and performance management.
- Oversee and direct ER casework undertaken by Solace's outsourced HR advisory partner service.
- Maintain up-to-date knowledge of employment law, HR best practice and sector developments.
- Deputise for the Director of People & Culture, as required, and provide wider operational support across the People & Culture function during periods of business need.

**Person Specification – Essential Criteria****Experience**

- Strong HR generalist experience, ideally with at least 2 years in a HR Business Partner or senior HR position.
- Experience of working in partnership with a range of stakeholders, including external partners.

## Job Description

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- Experience of managing and improving employee relations with a deep understanding of UK employment law and best practice in conflict resolution.
- Proven experience in managing complex ER issues and conducting investigations.
- Experience of managing conflict and sensitive issues and achieving positive outcomes.
- Experience of developing and managing organisational change projects and programmes.
- Experience of contributing to organisational development, culture change or People & Culture transformation initiatives.
- Experience of analysing workforce or HR data to identify trends, risks and opportunities and support decision making.
- Experience of developing management capability through coaching, training or advisory support.

### Skills and Abilities

- Ability to work on own initiative, prioritise work effectively and manage competing deadlines.
- Ability to analyse complex information and recommend practical, proportionate solutions.
- Excellent written and verbal communication skills, with the ability to communicate complex information clearly to a range of audiences and stakeholders.
- Able to challenge, influence and build credibility with managers and senior stakeholders to achieve positive outcomes.
- Able to balance operational priorities with longer-term strategic objectives in a fast-paced environment.
- Strong relationship-building and collaborative working skills, with the ability to influence across all levels of the organisation.
- Ability to use HR systems and technology effectively and identify opportunities to improve processes and ways of working through digital solutions.
- Commitment to inclusive working practices and creating psychologically safe, respectful workplace environments.

### Knowledge, including qualifications

- CIPD qualified or equivalent experience.
- Extensive knowledge and understanding of UK employment law and HR best practice.
- Understanding of the charity sector and the challenges of delivering people services within complex, values-led organisations.

**Values, Behaviours & Competencies**

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

Team Structure

