

RECRUITMENT PACK

PEOPLE EXPERIENCE MANAGER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

People Experience Manager
(BDCH6412)



Department/Team

People & Culture



Location

Battersea London - Hybrid 50%



Salary & Grade

£47,609 per annum



Hours

35 hours per week, but we're
always happy to discuss flexible
working, part time hours and job
share arrangements



Duration

Permanent

ABOUT THE ROLE

The People Experience Manager plays a pivotal role in delivering an inclusive, engaging and well-supported workplace culture at Battersea. Reporting to the Head of People Experience, this role is responsible for translating strategic people priorities into high-quality, consistent and impactful operational delivery across the employee lifecycle.

With line management responsibility for People Coordinators, the role ensures the smooth running of core people processes and services, providing an excellent employee experience day-to-day. The People Experience Manager acts as a key link between strategy and delivery—supporting engagement and people operations while ensuring policies, processes and systems are effective, compliant and user-focused.

Working closely with managers and colleagues across Battersea, the role contributes to a culture where people feel valued, supported and able to do their best work for dogs and cats.

WHAT WE WILL EXPECT YOU TO ACHIEVE

The section below sets out the key outcomes expected of the role, delivered in a way that reflects Battersea's values of CARE, EXPERTISE, DETERMINATION, RESPECT, INCLUSION & COLLABORATION.

People Operations & Employee Experience Delivery

- Oversee the delivery of efficient, accurate and customer-focused people operations across the employee lifecycle (e.g. onboarding, changes, leavers).
- Ensure a seamless and positive experience for employees through consistent and high-quality service delivery.
- Identify and implement continuous improvements to processes, systems and ways of working.

Team Leadership & Capability Building

- Line manage, coach and develop People Coordinators, creating a high-performing, collaborative and supportive team environment.
- Set clear objectives and expectations, ensuring workloads are effectively prioritised and managed.
- Build capability within the team to deliver excellent service and continuous improvement.

Employee Engagement & Voice

- Support the delivery of engagement initiatives and action plans, using feedback and insight to improve the employee experience.
- Contribute to fostering a culture of inclusion, belonging and collaboration.
- Support employee voice mechanisms, helping ensure colleague feedback is heard and acted upon.
- Manage activity related to the employee recognition forum (Battersea Matters).

Continuous Improvement & Quality Assurance

- Work closely with the People Systems & Data Lead to ensure accurate people data and effective use of people systems.
- Support the use of data to enhance employee experience and operational effectiveness.
- Support the implementation of people initiatives and organisational change programmes.
- Identify opportunities to simplify and improve processes, enhancing efficiency and user experience.

BEHAVIOURS, EXPERIENCE & SKILLS

Effective Behaviours

- Strong alignment with Battersea's mission and values.
- Inclusive and customer-focused approach, with a genuine commitment to employee experience.
- Highly organised and proactive, with a continuous improvement mindset.
- Collaborative and approachable, building strong working relationships across all levels.
- Resilient and adaptable, able to manage competing priorities and change effectively.

Relevant Experience

- Experience working in an HR/People function, ideally in a generalist or operations role.
- Experience of managing or supervising team members or developing others.
- Proven track record of delivering high-quality HR administration and operational processes.
- Experience of supporting employee engagement, wellbeing, or EDI initiatives.
- Good working knowledge of UK employment law and HR best practice.
- Experience of using people systems and managing people data.

Knowledge & Skills

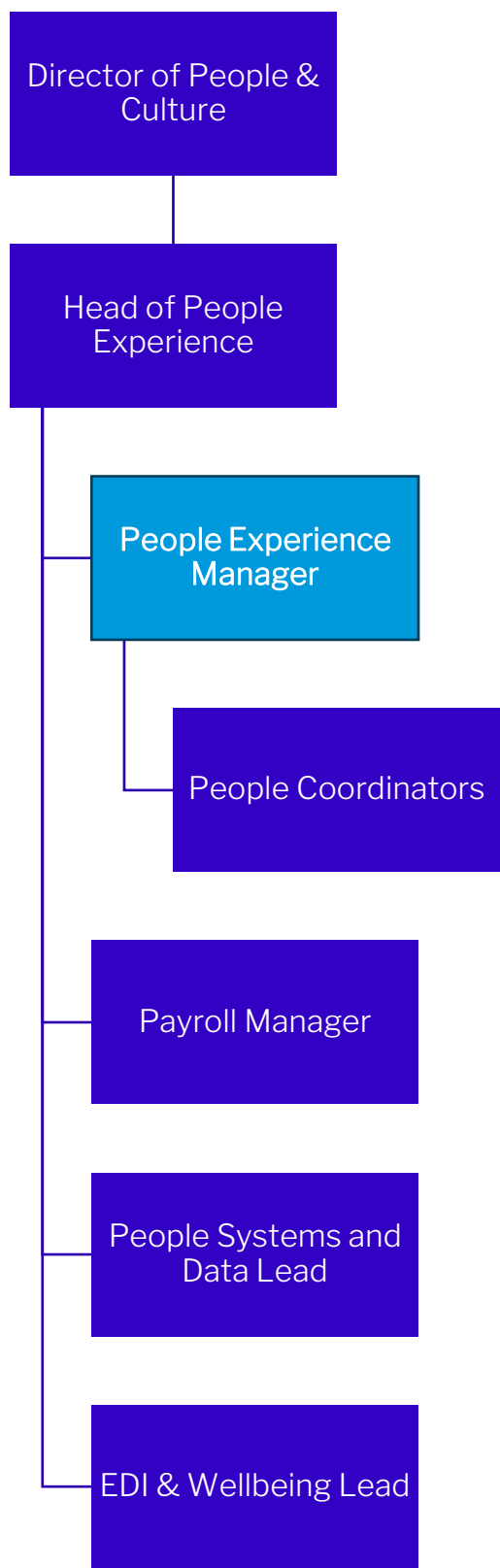
- Associate or Chartered Membership of CIPD.
- Strong organisational skills with attention to detail and accuracy.
- Excellent communication skills, with the ability to explain policies and processes clearly.
- Ability to build effective relationships and influence stakeholders at all levels.
- Problem-solving skills with a practical and solutions-focused approach.
- Data literacy, with the ability to interpret and use people data effectively.
- Ability to balance operational delivery with contributing to broader people initiatives.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based employees splitting their time between site based and home working. We believe this enables our office-based employees to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing colleagues and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

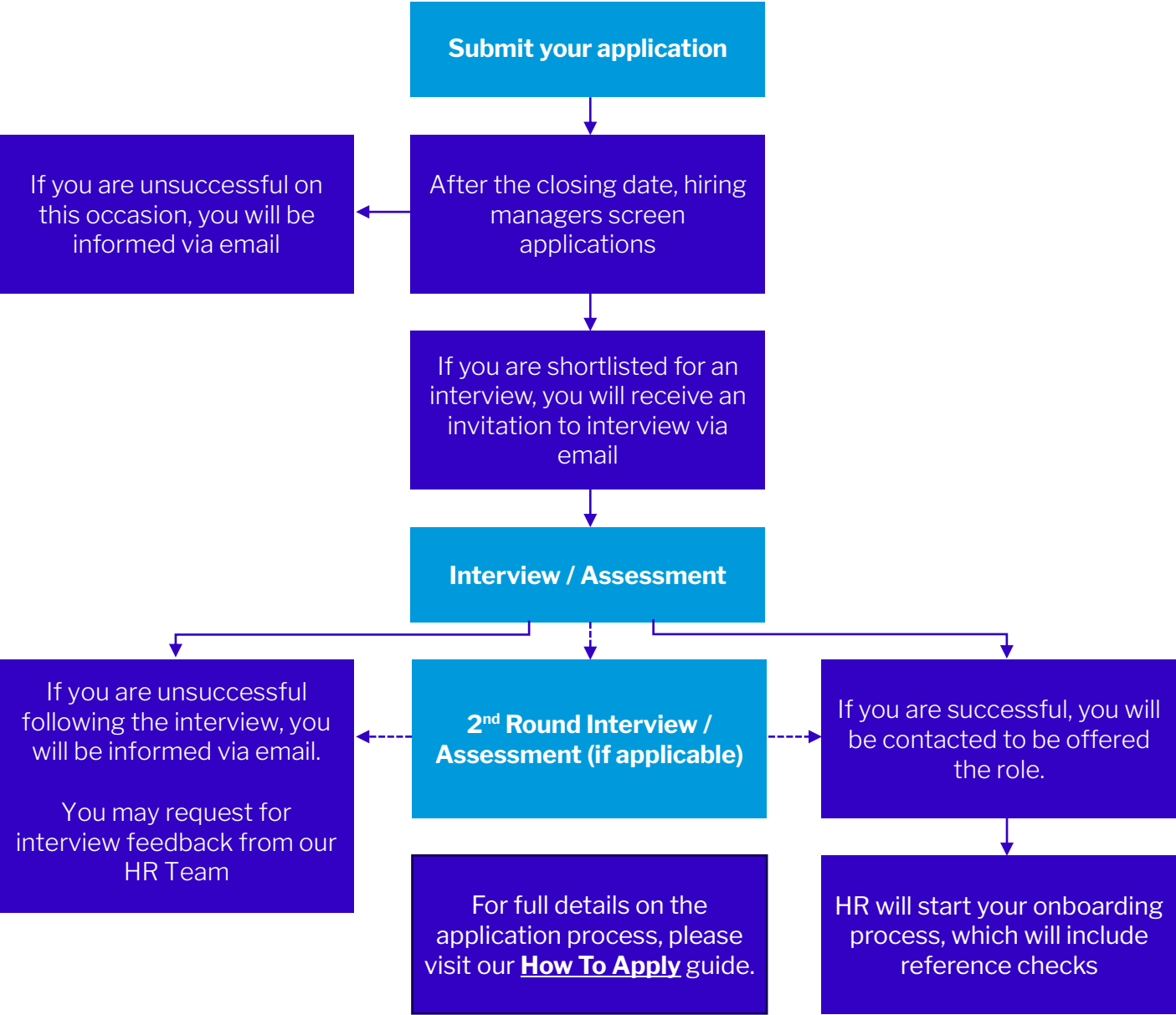
Sunday 16th August 2026, 11.59pm



Interview Date

W/c 7th September 2026

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

Our application forms will ask you for:

- Employment History
- Educational History (which is non-mandatory)
- A supporting statement of no more than 1000 words and/or
- Responses to short-answer questions

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the 'Life at Battersea' document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role(s) you apply for.



ACCEPTABLE USE OF AI

At Battersea, we value expertise. We recognise each candidate that applies to us will have a range of expertise they can offer us, so we want to hear about this in your own words. We understand the support that generative artificial intelligence (AI) software can offer but it can also lead to numerous applications presenting as generic and impersonal. This makes it difficult to gain understanding of your unique experience.

To best showcase yourself, we encourage you to write your responses without the assistance of AI. If you require the use of AI software to aid in completing your application, we ask you use the generative responses as a prompt for writing your answers and avoid copying and pasting. You must also ensure the information presented in your application accurately reflects your experience.

If you are successful to the interview stage of the recruitment process, we ask that you follow the below guidelines on the use of AI at interview stages:

Acceptable use:

- Researching sector trends, company information, or general interview tips
- Practicing interview questions with AI tools to improve communication skills
- Using AI to support with structuring your responses

Please do not:

- Submit AI-generated responses as your own during the interview
- Use AI to impersonate or misrepresent your experience or skills
- Use AI tools during real-time interviews



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all employees, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)
- Candidate to be at least 18 years old of age at the start of the employment

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

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