

Head of People

Grade: 11a

Directorate: Support Services

Location: Slimbridge

Reporting to: Director of Finance and Support Services

Main function of post: To lead and develop the People team to provide the frameworks, training and tools to create an environment where everyone can perform at their best, fulfilling the organisation's desired outcomes set out in WWT's Strategy, Programmes and 5 year plans.

Supervisory responsibilities: The People team consists of 14 team members. Direct reports include the Head of Volunteering, the Training & Development Manager and two HR Managers (one based in Slimbridge and one based at the Martin Mere site).

Responsibilities of the post

1. Support WWT's strategy, programmes and plans, by developing an aligned People programme support plan, engaging the People team in the development and delivery of objectives.
2. Ensure that management teams have freedom to manage and develop their people within appropriate people frameworks, which clarify the role of management teams and the role of the People team, enabling both to work collaboratively together.
3. Ensure that WWT is a great place to work, supporting, empowering and developing its talented staff and volunteers to perform highly, by advancing leadership and management capabilities and other skills development.
4. Enable WWT to fulfil its statutory obligations, contractual and other responsibilities whilst applying best practice by providing a professional, up to date, insightful and timely service.
5. Business partner the senior leadership team (Management Board) supporting them on organisation wide priorities, change management and directorate level solutions.
6. Manage risk appropriately by supporting the People team and line managers to resolve a wide variety of employee and volunteer relations issues, ensuring that a partnership approach is maintained and seeking specialist advice and support as and when needed.
7. Ensure that staff and volunteers are listened to and fully engaged in the development of the Trust, via appropriate forums (e.g. staff representative body), tools (e.g. regular surveys) and two way channels of communication.
8. Procure best value for money on expenditure from People budgets, inputting into the 5 year finance model and proactively developing cost effective working relationships with external suppliers of services, systems and benefits.

9. Improve performance by reviewing, challenging and acting upon trends presented by key people indicators.
10. Provide leadership to all staff and volunteers within the department enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional line management in line with WWT's People frameworks.
11. Develop the People team to maximise opportunities to work together, share experiences, learn from each other and to develop frameworks which are aligned as much as possible whilst being different where they need to be.
12. Ensure the health, safety and wellbeing of everyone in the department is an integral part of how they work, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines.
13. To ensure that everyone in the department adheres to WWT's Data Protection Policy and GDPR standards as an integral part of how they work.
14. Ensure that the department engages with the WWT Sustainability Statement being aware of negative environmental impacts and incorporating sustainable ways of working within your team.
15. Ensure that your department engages and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: October 2019

Amended:

Person Specification

1. Qualifications

Essential:

- Educated to degree level or equivalent or have significant experience working at a senior level.
- Professional HR or employment related qualification
- Current driving licence as the ability to travel to other locations is essential

Desirable:

- Chartered Member of the Chartered Institute of Personnel and Development

2. Experience

Essential:

- Substantial experience required in:
 - Leading an HR or People team
 - Developing, articulating and delivering a strategic plan aligned to business need
 - Prescribing and influencing change
 - Practical application of employment law
 - Advising and supporting line/senior managers with organisation change and complex employee and/or volunteer relations issues
 - Developing and implementing organisation-wide policies and procedures
 - Working with people databases and analysing people data
 - Working with MS Office software applications

Desirable:

- Experience required in:
 - Working with volunteers or as a volunteer in a charitable organisation/s
 - People data system development
 - Benefits management (including workplace pensions, life assurance, salary sacrifice schemes etc.)
 - Leading Volunteering and Training & Development teams
 - Delivering a People service to a multisite organisation
 - Working in a charitable organisation
 - Delivering a People service in a commercial organisation
 - Experience of and expertise in mediation

3. Managerial & Supervisory

Essential:

- Experience in managing the life cycle of a team including:-

- Recruitment and selection
- Providing feedback and driving high standards of performance
- Allocating resource and setting priorities (for employees /casual workers and volunteers)
- Confidently able to develop, motivate and engage a team

Desirable:

- Experiencing of leading a multidisciplinary team
- Experiencing of leading people who work remotely or at another site
- Experience of leading others who do not report into you or your function (i.e. matrix management)

Type of staff	Number managed (i.e. direct reports)	Number supervised
Employed Staff	4	14
Volunteers / Casual Workers	1	0

4. Responsibility

Essential:

- The ability to work with significant autonomy and to be the lead authority for the Trust in this specific field
- The responsibility to develop, update and maintain a full employment, volunteering and development function, working with and through professional team members.
- The responsibility to maintain professional knowledge and competence and be able to share this appropriately with managers and team members.
- The responsibility to ensure statutory compliance in employing staff and engaging volunteers
- The ability to take responsibility for own professional actions and decisions
- The ability to work to deadlines, to adapt to changing conditions and to manage a busy workload

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (budget responsibility, excluding payroll)	Circa £300,000
Project Size (normally managed)	Small
Income	No income generated or handled
Assets (required for job, exc. Buildings e.g. laptop)	Circa £500
Visitors (per annum)	N/A

5. Creative Ability

Essential:

- Ability to originate an idea and to translate it into effective action
- Ability to facilitate meetings and workshops in order to generate ideas, seek solutions and gain support for plans and projects
- Ability to proactively identify opportunities for continuous improvement
- Ability to work with others in a collaborative and solutions focused manner to achieve win-win outcomes
- Ability to generate effective and pragmatic solutions to new situations and problems as they are presented
- Ability to create project plans to implement change across the organisation, consulting at appropriate levels

Desirable:

- Drive to understand others (either individuals or teams), particularly their professional and personal motivations for working at WWT

6. Contact

Essential:

- Ability to apply high standards of relevance, accuracy and timeliness in the information and advice provided to stakeholders
 - Ability to establish, maintain and develop business relationships based on confidence, trust and respect
 - Ability and drive to exhibit professional behaviour, personal integrity and honesty at all times
 - Ability and confidence to represent WWT professionally when engaging with external agencies, suppliers and networks
 - Ability to explain matters and procedures to staff at all levels utilising a high degree of spoken and written communication skills
-