

JOB DESCRIPTION & PERSON SPECIFICATION

Director of People and Transformation



RESPONSIBLE TO: Chief Executive, Refuge

RESPONSIBLE FOR: Head of Human Resources and five other team members
(HR advisors x 2, administrators x 2, payroll)

MAIN PURPOSE OF THE JOB

To lead the development and implementation of people strategies that support Refuge's strategy.

THE ROLE OF DIRECTOR OF PEOPLE AND TRANSFORMATION

Refuge's workforce consists of over 300 staff and over 100 volunteers across a diverse range of backgrounds, locations and roles. The Director of People:-

- Leads the development of people strategies and plans to support the overall delivery of Refuge's objectives;
- As a member of the Senior Leadership Team is expected to participate fully in, and make a significant contribution to Refuge's objectives and activities, and;
- Provides professional advice to the Chief Executive and Board of Trustees on people strategies, policies, best practice, risks and HR governance.

MAIN ORGANISATIONAL RESPONSIBILITIES

- Lead the development and delivery of Refuge's People Strategy, covering the full range of culture and people issues including organisational development; leadership and management development; equality, diversity and inclusion; resource planning; talent management; recognition and reward; pay and benefits; and internal communication, staff and volunteer engagement and morale, and change
- As a member of the SLT, support and advise the Chief Executive and SLT on culture and people matters, reporting to the Trustees and relevant Board subcommittees where required
- Ensure that Refuge's vision, mission and values are communicated and embedded across the organisation, so that it is a fantastic place to work and to volunteer, and that it fulfils its responsibilities in line with current employment and good practice
- Contribute to Refuge's overall organisation strategy and plan
- Demonstrate values-based leadership in all activities and act as an ambassador for Refuge
- Coach leaders and managers to create and maintain a positive working environment with high morale, engagement and productivity for all (including volunteers)
- Provide professional and managerial leadership to the Human Resources Department, enabling all team members to fulfil their potential and to provide a comprehensive and professional service to Refuge managers and staff
- Ensure the accurate and timely collection and analysis of HR metrics and data to inform SLT's decisions
- Lead on high profile employee relation matters.

PERSON SPECIFICATION

Experience

- Significant human resource experience in a senior leadership role across an appropriately-sized organisation, preferably in the not for profit sector
- A demonstrable track record of developing and delivering progressive people strategies
- Proven experience of successful cross-organisational service development and improvement, including supporting organisational change
- Experience of working effectively and collaboratively as a member of a senior leadership team
- Experience in building and sustaining effective cross-organisational relationships
- Excellent working knowledge of current employment legislation
- Experience of developing and advising on the management of volunteering
- Experience of implementing an impactful EDI strategy.

Abilities

- Ability to lead, inspire and communicate a positive vision and collaborative culture across the organisation
- Ability to establish professional credibility quickly with colleagues, and to interact effectively with staff at all levels and across all departments
- Ability to manage personal, budgets and resources in a challenging financial climate, anticipate needs and build organisational capacity
- Strong organisational and project management skills, and the ability to balance competing pressures, deadlines and demands
- Ability to manage, coach and motivate staff in a changing environment
- Ability to model inclusive behaviours and practice

Aptitude

- An adaptable, collaborative and persuasive leadership style and approach that will inspire the trust and commitment of others, with strong communication, negotiation and influencing skills
- A demonstrable commitment to the principles of diversity and inclusion and their practical application and integration in the work environment
- A clear passion for Refuge's commitment to a world where domestic violence is not tolerated.