

# Job Description:

## HR, People and Culture Manager

**Location:** There is flexibility around working location either home-working or office based (Wandsworth, London). Home workers will be asked to work from the office at least one day per week.

**Reports to:** Director of Finance and Operations

**Line Manages:** HR, People and Culture Administrator

**Key stakeholders:** The post holder will work closely with all members of the Senior Management Team (SMT), the Employment Law Advisor, volunteers and all staff to provide support on HR, people and culture related matters

### **Purpose of the role:**

To lead and deliver Back Up's People and Culture strategy, ensuring the organisation attracts, develops and retains a high-performing and engaged workforce aligned to its values and strategic objectives.

To act as a trusted advisor to SMT on all people-related matters, providing expert guidance on organisational development, culture, and workforce planning.

To oversee the effective delivery of HR operations, ensuring high-quality administration, compliance, and continuous improvement, with day-to-day processes delivered through the HR, People and Culture Administrator.



## **VALUES**

Our values are central to our approach:

### **We embrace challenge:**

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

### **We have fun:**

We believe that having fun allows us to connect with others, whilst opening opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

### **We build inclusive communities:**

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

### **We are ambitious for each other:**

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

## **RESPONSIBILITIES:**

### **Recruitment and Staffing:**

- Oversee best practice in inclusive recruitment, ensuring alignment with Back Up's values and commitment to diversity and inclusion.
- Partner with SMT and hiring managers to identify current and future workforce needs and develop effective recruitment and workforce planning strategies.
- Ensure role descriptions are consistent, future-focused, and aligned with organisational design and strategic priorities.
- Provide strategic oversight of recruitment processes, ensuring quality, consistency, and positive candidate experience.
- Monitor recruitment metrics (e.g. time-to-hire, diversity of applicants, conversion rates) and implement improvements.
- Oversee onboarding processes to ensure a consistent and high-quality experience for new starters.
- Ensure exit interview processes are delivered effectively and that feedback is analysed to inform retention strategies.

### **Employee Relations and Culture:**

- Foster a positive, inclusive and values-led workplace culture where employees feel engaged and supported.
- Lead on complex employee relations matters, providing expert advice, managing organisational risk, and ensuring fair and consistent outcomes.
- Coach and support managers in addressing employee relations issues, performance concerns, and employee wellbeing matters.
- Work with internal groups (e.g. Wellbeing, Diversity & Inclusion) to design and deliver initiatives that strengthen engagement and organisational culture.
- Lead on staff engagement approaches (e.g. surveys, feedback mechanisms, action planning), ensuring insight is captured and acted upon.
- Working with the SMT develop a programme of internal communications relating to people management, organisational culture and behaviours



**Payroll and Benefits:**

- Oversee monthly payroll, pension and benefits processes, ensuring accuracy, compliance, and timely delivery.
- Ensure appropriate controls, reconciliation processes, and data validation are in place, with day-to-day administration managed by the HR Administrator.
- Lead on benefits review and benchmarking to ensure Back Up remains competitive and aligned with organisational values.

**Learning and Development:**

- Support the SMT to identify training needs and implement professional development programmes for staff and trustees which are tailored to individual and Charity goals.
- Work closely with the People Development volunteer supporting team member coaching, awareness and self-development.
- Oversee the delivery and effectiveness of the induction and ongoing learning programmes
- Lead on the e-learning programme, ensuring content is relevant, impactful, and meets regulatory requirements

**Performance Management:**

- Oversee performance management processes, ensuring they are consistent, fair, and aligned with Back Up's values and behaviours.
- Provide guidance and coaching to managers on performance management, including managing underperformance and supporting development.
- Line Management of HR, People and Culture administrator providing clear direction, development support and quality assurance across HR administration.

**HR Systems, Data and Insight:**

- Oversee HR systems to ensure they are fit for purpose, user-friendly, and effectively support organisational needs.
- Ensure data integrity and robust reporting processes are in place across all HR systems.
- Analyse HR metrics and provide insight and recommendations to SMT.
- Use data to inform workforce planning, organisational development, and continuous improvement initiatives.

**Best Practice, Policy Development and Compliance:**

- Review and update our staff handbook and HR policies and procedures using Back Up's tone of voice and ensuring compliance with UK employment law and best practice.
- Ensure all staff are aware of and understand HR policies and procedures through effective communication and training.
- Identify and manage HR-related risks, escalating significant issues where appropriate.
- Support organisational audits by ensuring HR systems, records, and processes are compliant and well maintained.
- Stay informed about changes in employment legislation and recommend necessary adjustments to policies.
- Support us to be leaders in inclusive workplace practices delivery of the Disability Confident scheme.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Collaborate with the SMT to align People and Culture operational practice with Charity goals.
- Oversee annual staff survey.
- Manage HR-related budgets, including training and development costs.
- Provide ad-hoc reports and analysis on HR metrics to inform decision-making.
- Support the ethical and responsible use of AI and other technologies across the charity to support our ability to deliver for people with spinal cord injury.

*The above list is not exclusive or exhaustive, and the post holder will be required to undertake such duties as may reasonably be expected within the scope of this role.*



## **PERSON SPECIFICATION:**

### **Essential:**

#### Experience

- CIPD qualification, equivalent experience may be considered.
- Proven experience in HR management, preferably within the charity or not-for-profit sector.
- Strong understanding of UK employment law and best practices.
- Excellent communication and interpersonal skills, with the ability to work effectively with all levels of the organisation.
- Ability to handle sensitive information with confidentiality and professionalism.
- Team lead or Line management experience.

#### Knowledge and Skills

- Strong problem-solving and conflict resolution skills.
- Ability to develop and deliver training programmes effectively.
- Knowledge of recruitment best practice and employee engagement strategies.
- Attention to detail.

### **Desirable:**

- Understanding of issues faced by people affected by spinal cord injury (SCI).
- Experience of working in the charity or not-for-profit sector; and inspiring and motivating volunteers.

