

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:	Interim Director of Finance and Operations
Line Manages:	HR 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:

The HR, People and Culture Manager is a recently created role at Back Up in response to our continuous growth and services expansion.

People are central to Back Up's work. The ideal candidate will be able to both take a lead in defining our future approach to our human resources and fostering a positive workplace culture whilst also providing hands on delivery, and ensuring compliance with UK employment laws. They will help us ensure we have the right people, in the right place at the right time and will support our team members to realise their full potential. They will oversee the operational management of HR activities, providing tools which empower our organisations leaders and ensure best practice is followed throughout the Charity, while enhancing the overall employee experience.

The role requires strong operational HR knowledge, with a clear understanding of end-to-end HR processes and risk management, ensuring robust foundations are in place as the function continues to develop strategically.

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, including impactful and engaging job postings, screening, interviewing, reasonable adjustments and onboarding of new staff and Trustees.
- Partner with hiring managers to understand staffing needs and develop effective recruitment strategies in order to recruit high performing staff which share Back Up's values.
- Ensure our role descriptions are consistent and in line with the charities current and future requirements.
- Manage the onboarding for new team members ensuring it is smooth and consistent.
- Ensure team members have the best possible start at Back Up including orientation and feeling of belonging at the Charity.
- Oversee delivery of exit interviews and analyse feedback to improve retention strategies.
- Prepare contracts and ensure all required paperwork and legal checks are completed accurately and efficiently.
- Deliver comprehensive HR inductions for new staff, ensuring access to policies, procedures, and essential information from day one.

Employee Relations and Culture:

- Foster a positive and inclusive workplace environment where employees feel valued and engaged.
- Act as a first point of contact for employee concerns and conflicts, facilitating resolution and providing support.
- Work with the charity staff Wellbeing Group and Diversity and Inclusion Group to promote employee well-being initiatives, activities which support an inclusive workplace and engagement activities to enhance morale.



- Working with the SMT develop a programme of internal communications relating to people management, organisational culture and behaviours

Payroll and Benefits:

- Manage monthly payroll, pension contributions, and employee benefits administration, ensuring records are accurate and staff inquiries are addressed promptly.
- Prepare letters and update the HR system to reflect any changes in employee contracts.

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.
- Review and coordinate the induction programme and ongoing training for existing staff to ensure continuous learning and development.
- Lead on our e-learning programme, ensuring training not only meets regulatory requirements but inspires and helps team members grow and develop. Ongoing management of the platform.

Performance Management:

- Oversee performance appraisal process in line with Charity's values and behaviours.
- Provide support and guidance to managers on performance-related issues.
- Line Management of HR administrator providing clear direction, development support and quality assurance across HR administration

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.
- Conduct salary and benefits benchmarks and identify other initiatives which can enhance our employee value proposition and to ensure that the Charity remain competitive and a place where people want to work.
- 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.

