**Job description and employee specification**

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| **Job title:** | Head of People | **Location:** |  Gloucestershire and West Oxfordshire |
| **Reports to:**  | Managing Director | **Working hours:** | 37 per week  |
| **Job number:** | Add  | **Salary grade:** | Grade K £56,724 - £60,680 |
| **Supervises:**  | Manages HR Business Partnering team. Manages in-house Training Team. |
| **Main purpose of the job:** | As the Head of People, you will be responsible for the management and oversight of all areas of Human Resources (HR) & Training. You will have a strong HR generalist background in delivering HR processes, Employee Relations support and will be passionate about creating a vibrant and people led culture where teams thrive. The Head of People role is key in ensuring that our vision and values are brought to life across the organisation, supporting a healthy, positive, and high performing organisational culture, enabling organisational development and maximising the effectiveness of our structures and people. You will lead on the development and implementation of our people strategy, ensuring it meets organisational priorities and promotes diversity, inclusion, and equality among our people. You will play a key role in our Senior Leadership Team as a trusted advisor and an agent of change for the organisation overall, supporting the business to grow and achieve its long-term strategic goals. You will ensure high standards of HR knowledge, expertise and support are delivered to Ubico’s exceptional people, with responsibility for employee relations, performance and talent management, organisational design and development, staff engagement, reward and recognition, and HR policies and systems. You will lead the HR business partnering team and the in-house training team.You will design and lead on special projects, communicating on direct strategy and implementation across the organisation, driving key initiatives and gaining buy-in at all levels. You will lead on the development of organisational development and the modernisation of people services including innovation in resourcing, staff development and the employee experience, ensuring we have an organisational structure that supports us to achieve our business goals. You will act as HR Advisor to the board of directors. |
| **Key duties and responsibilities:**  | **This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes**.**This is what we need you to do:*** Build and shape the people and training function ensuring is fit for purpose, including our resources, technology, policies, and procedures and compliance.
* Manage the full employee lifecycle from recruitment, onboarding, development, retention and exit.
* Drive the development and continuous improvement of our people strategy and work with the senior leadership team and executive leadership team to plan and execute it.
* Act as the HR Advisor to the board of directors, attending board meetings and committee meetings as appropriate.
* Manage the people & training teams, ensuring their further development with a focus on continuous improvement aligned to our values.
* Lead a team of specialists responsible for the day-to-day delivery of people & training services, ensuring that managers and employees are coached and supported to reach their full potential.
* Guide, support and coach managers and individuals on employee relations matters, including performance management, disciplinary and grievance issues, and absence management, ensuring that complex employee relations issues are managed with professionalism and in line with current legislation.
* Provide company-wide information by interpreting people data and analysing key people metrics and KPIs to support business change and transformation.
* Own, communicate and manage an annual performance review cycle that employees engage with, and which drives high performance.
* Contribute to and continually improve our processes and policies to ensure they are compliant with legal requirements and promote consistency and fairness in their application – ensuring ongoing learning of HR policy practice takes place.
* Nurture a culture and environment built for learning and growth, identifying training needs for teams and individuals.
* Lead on the development of organisational development and the modernisation of people services including innovation in resourcing, people development and the employee experience, ensuring we have an organisational structure that supports us to achieve our business goals.
* Support the executive to build and maintain an employer brand that attracts talent, encouraging our valued people to stay to develop their careers.
* Partner with external organisations that help individuals get back to work.
* Oversee and develop our apprentice and development programmes as part of the company’s desire to grow our own talent.
* Support the executive to develop and delivery against a reward and recognition strategy. Co-ordinate and lead on all reward and recognition activities, including any salary and terms and conditions reviews, ensuring effectiveness and probity of procedures.
* Maintain direct relationships with trade unions as a principal management representative and attend Trade Union meetings as required.
* Provide visible, credible, and effective leadership to ensure continued progress in employee engagement, culture, and values through the effective utilisation of organisational design and development techniques.
* Lead the training and development programs to enhance employee skills and career growth.

**All employees of Ubico are also expected to:*** Work to add value to, and be a valued member of, the team and to be valued by customers.
* Comply with the organisation’s health and safety policies and safe systems of working.
* Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation.
* Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation.

**Be committed to and demonstrate the values of the organisation which are to:** * **Deliver quality** – what we do, we do well.
* **Be safe** – look out for yourself and others.
* **Do the right thing** – make good decisions and treat people with respect.
* **Care for our environment** – protect where we live and work. Strive to be cleaner and greener.
* **Work together** – communicate well and help each other.
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| **Essential requirements - qualifications, skills, abilities, knowledge, and experience:**  | **Qualifications*** CIPD Level 7 or equivalent
* Full driving licence and own car available and insured for business use.

**Knowledge and experience*** Substantial (5 years plus) post qualification experience in a relevant field / specialism, with 2 years’ experience at a senior level.
* Experience in a senior management / board environment and of managing board relationships.
* Ability to translate and influence strategic direction.
* Good track record of building relationships with senior stakeholders.
* Strong personal leadership qualities and personal credibility to inspire trust and confidence in the people function and wider organisation.
* Effectively manage knowledge and information across the company.
* Ability to demonstrate a dynamic and proactive approach to problems and challenges.
* Knowledge and understanding of collective bargaining and working with Trade Unions.

**Skills and abilities*** Strategic and innovative thinker who can translate strategy into operational and project plans and goals, and be hands-on in implementing them.
* Flexible approach to working hours and tasks allocated, proactive and self-motivated.
* Excellent verbal and written communication skills, including presentation skills and report writing.
* Works together with others to resolve problems and implement change initiatives.
* Leadership skills – ability to coach and mentor employees.
* Strong analytical & reporting skills, with the ability to analyse HR data, identify trends and areas for improvement.
* Strong communication and interpersonal skills, with the ability to build effective relationships with everyone and manage conflict across the organisation.
* Ability to think creatively and solve problems.
* Prioritises and meets tight deadlines; achieves results and maintains composure under pressure.
* Good level of IT skills
* Good organisational skills
* Numerical/ budget management skills
* Prioritises and meets tight deadlines; achieves results and maintains composure under pressure.
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| **Desirable requirements - qualifications, skills, abilities and experience:** | CIPD membership.Experience of working in the public sector and/or environmental services industry.Experience of driving employee engagementExperience of delivering wellbeing initiativesMentoring and coaching skillsTalent pool development experienceRecognised management qualification. Experience of leading and managing changeKnowledge, understanding and experience of project management. |
| **Special conditions:** | There will be a requirement to work at other Ubico and/or partner locations to meet the needs of the business.Expected to work reasonable additional hours in line with the needs of the service.You will need use of a car for work purposes. |
| **Date created:** | December 2023  |  |
| **Date reviewed:** | Not applicable  |  |
| **Created/reviewed by:** | **Name: Beth Boughton**  | **Job title: Managing Director.**  |

