

JOB DESCRIPTION

Job Title:	Head of People and Culture
Department:	Corporate Services
Contract:	Permanent
Salary:	circa £75,000
Reporting to:	Director of Corporate Services and Finance
Direct Reports:	One (team of 3)
Location:	Victoria, London (hybrid working with one to three days in the office each week)
Website	www.nhsproviders.org
Visa sponsorship	You must be eligible to work in the UK to apply for this vacancy. NHS Providers is not able to offer visa sponsorship

About NHS Providers

NHS Providers is the membership organisation for the NHS hospital, mental health, community, and ambulance services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high-quality, patient-focused care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has all trusts in England in voluntary membership, collectively accounting for £124bn of annual expenditure and employing 1.5 million people.

Our values are at the centre of who we are, what we do, and how we behave:



Role and job purpose

Leading the people function, you will be the HR expert bringing good practice and leading on people related projects for the organisation. You will bring your generalist experience to bear in leading all strategic and operational management of the HR function’s contribution to an excellent organisation. As a member of the Senior Management Team (SMT) you will be the key advisor and business partner to both the executive leadership team and the SMT.

You will bring excellent people management skills to manage the function in delivering core activities in a dynamic and changing environment and be adept at steering the organisation through a period of change. You will be a collaborator, used to leading with compassion and working collaboratively across the organisation whilst delivering transformational and sustainable change.

Accountabilities and responsibilities

To ensure strong leadership and management of all functional areas of HR including:

Strategic planning

- Develop and implement a people strategy that supports the organisations long-term goals and objectives, culture and employee experience.
- Deliver key people related development projects including an appropriate reward and recognition strategy and structure that is transparent and in line with organisational values.
- Support wider organisation change and transformation projects and act as the business partner to senior and executive leaders.

- Act as a critical friend and thought leader using data to direct strategic and operational activity.
- Act as the lead for the people team supporting business planning, ensuring the team has a sense of direction and purpose.

Talent acquisition and retention

- Implement talent acquisition strategies that embrace equality, diversity and inclusion and recruits the best talent.
- Lead on EDI activities collaborating with all stakeholders to embrace difference in a fair, welcoming, respectful, and collaborative environment.
- Implement learning and development solutions that improve the skills, knowledge and experiences of all staff and retains the best talent, specifically leading on the development and delivery of programmes to improve and enhance management and leadership capabilities across the organisation.
- Develop a culture of aspiration and opportunities for progression within the organisation.

Compliance, governance and risk management

- Lead on remuneration, reward, and compensation strategies including responsibility for servicing the Remuneration Committee. Act as key advisor to the Remuneration Committee delivering reports and guidance on executive and staff awards.
- Oversee the annual processes to assess and update staff pay and benefits, ensuring good performance is valued and adjustments are implemented fairly.
- Ensure compliance with relevant employment laws and regulations, keeping people policies up to date.

Employee Relations

- Employee wellbeing, welfare and support including management of Occupational Health and EAP contracts.
- Advise and manage employee relation cases through to liaison with ACAS.

HR Operations

- Provide business partnering across the organisation with specific support to the SMT and Executive Directors, advising on a range of people matters including organisational change and design.
- Work collaboratively across corporate services, supporting all lead managers and the Director of Corporate Services and Finance
- Manage the employee engagement surveys and lead on action plans and communications.

- Manage the people team to deliver a strong people and culture service.
- Manage the HR system, ensuring improvements and automation of processes for smart working.
- Manage the integrity of the HR system to produce reports that enables strategic and operational decisions
- Operational and budget management of the people and culture function.
- Oversight of payroll and managing benefits.
- Undertake job evaluation and benchmarking activities to support the organisation.
- Liaise with the staff consultation groups or union representatives on employment matters.

EXPERIENCE AND UNDERSTANDING

PERSON SPECIFICATION

Attributes	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none"> ✓ Working in a similar role within a membership or charity organisation. ✓ Experience of consulting with and negotiating with a trade union. ✓ Substantial experience of a strategic people business partnering model gained either as a Head of HR or as a People Business Partner, in a small-medium sized organisation. ✓ Experience of delivering a reward and recognition project. ✓ Experience of implementing a competency framework. ✓ Experienced in developing learning and development strategies. ✓ Proven experience of running and advising a remuneration committee. ✓ Proven experience of leading organisational development activities. ✓ Proven experience of leading and motivating a team, planning workloads, setting realistic objectives, and supporting professional development. ✓ Experienced in using data to offer insight and enable evidence-based decisions. ✓ Committed to and experienced in implementing approaches to maximise equality, diversity, and inclusion in all people practices. ✓ Job evaluation models and pay benchmarking processes. ✓ Experience of forecasting, monitoring, and managing budgets. 	<ul style="list-style-type: none"> ✓ Collaborating with staff consultation group. ✓ Experience of medical or healthcare organisations. ✓ Setting reward and recognition policies. ✓ Working with a competency framework.

<p style="text-align: center;">Knowledge</p>	<ul style="list-style-type: none"> ✓ Working knowledge of employment law to enable policy development. ✓ Knowledge of UK employment legislation and best practice in HR. ✓ Knowledge of Access People HR systems and its reporting tools. ✓ CIPD level 7 (post graduate level) or equivalent experience. 	<ul style="list-style-type: none"> ✓ Knowledge of HR systems and automating processes. ✓ The necessary work experience to undertake the duties of the role.
<p style="text-align: center;">Skills</p>	<ul style="list-style-type: none"> ✓ Analytical and able to present data to persuade and influence decision making. ✓ Coaching and mentoring managers to deliver their absolute best. ✓ Strong leadership and management with the ability to influence credibly. ✓ Able to build and maintain productive and collaborative working relationships. ✓ Skilled in mediation with the ability to successfully resolve conflict between individuals and teams. ✓ Strong facilitation skills with the ability to deliver sessions to a desirable result. ✓ Able to manage a complex and varied workload, planning and prioritising appropriately. ✓ Excellent verbal and written communication skills, including the ability to present complex information simply for a variety of audiences. ✓ Collaborative with an ability to work across all teams. 	

Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.

NHS Providers is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

Equality and diversity

We are working hard to ensure that we are diverse and inclusive in all we do. This runs from how we gather, author, and share the thought leadership that the organisation puts out to how we engage with our members and the wider public. It includes how we recruit staff and procure partners and services, through to how we give people opportunities to develop, grow and advance their careers.

We are committed to the development of positive policies to promote equal opportunities in employment, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity. This commitment will apply to recruitment and selection practices, learning, and development and internal promotions.

Place of work and hours

NHS Providers' office is in Victoria, London. We are working in a hybrid format, where staff work five days a week, with one to three days in the office. Staff can apply to work permanently at home, and this will be considered on a case-by-case basis, considering individual circumstances, the nature of the role and operational needs.

NHS Providers is supportive of flexible working and will consider requests for reduced hours/part time working, compressed hours, staggered hours (early start/late finish etc), annualised hours, and job sharing.

Staff benefits and groups

We offer a wide range of benefits:

- 25 days holiday plus two additional days off at Christmas.
- personal development training and memberships to professional bodies.
- study leave, help another leave day, service-related leave, and the potential to purchase up to five days extra off per year.
- enhanced maternity and paternity leave pay.
- season ticket loan for travel.
- access to life insurance and dental plan.
- enhanced pension scheme.
- flu jabs.
- eye test.
- cycle to work scheme.
- health and wellbeing initiatives.

- access to the employee assistance programme, a confidential counselling service.

For more information, please contact HR by emailing HR@nhsproviders.org.

We also run social groups such as a 'social exercisers' WhatsApp group and a book club, as well as a number of staff groups to provide support and a safe space to discuss issues that matter to staff:

- the race equality and cultural inclusion group.
- mental health and wellbeing group.
- Disability group.
- LGBTQ+ group.
- Staff consultation group.

How to apply

Please send a CV and covering letter setting out why you are interested in the role and how you meet the person specification to recruitment@nhsproviders.org by **12 noon, on Thursday 16 January 2025**.

Interviews will take place in the **week commencing 27 January 2025**.

For an informal conversation about the role, please contact Caroline Harrison, Director of Corporate Services and Finance, via email on caroline.harrison@nhsproviders.org.