

## Job Description

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<b>Job Title:</b>	<b>Head of People</b>
<b>Reporting to:</b>	<b>Chief Finance and People Officer</b>
<b>Responsible for:</b>	<b>2 x People Advisors</b> <b>People Administrator</b>

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Our people and culture are the critical enablers for us to achieve our long-term strategy for an organisation that's a place of growth for our own people just as much as for artists. Where people can experiment, sometimes fail, and learn; employee opportunities are as good as anywhere else, and we are an employer of choice.

Britten Pears Arts needs to sustain brilliant and high performing teams that are driven to be the best they can, and our Head of People leads the work and team responsible for achieving this.

As the leader of the People team, you will oversee all aspects of the employee lifecycle, including strategy, talent management, recruitment, induction, learning and development, diversity and inclusion, engagement, people policies.

You will be a role model and leader championing high performance within a culture that is creative and exacting. Your ability to build and develop strong and trusting relationships will underpin your knowledge, sound judgement, comfort with pace and focus on outcomes.

### **Job Purpose:**

Britten Pears Arts and Snape Malting Trading Ltd (SMTL) have c.200 people who are retained as employees or workers. At peak periods seasonal staff are recruited and there is also a cohort of casual team members. The Head of People has overall responsibility for overseeing the policies and procedures that relate to all groups and for providing leadership, support and coaching to other senior leaders and managers in respect of best employment and management practices. This includes employee value proposition: training and development, reward and recognition and wellbeing.

The Head of People acts as the organisation's People "expert" and is accountable for leading the People team in the provision of a professional, efficient and solution-based service to the whole organisation.

The role is based at Snape Maltings but is expected to have close working relationships with all colleagues and to spend time at The Red House.

### **Key responsibilities**

- Develop and implement our People strategy, goals and annual objectives
- Manage and develop the People Team to work as business partners within the organisation, providing timely and efficient support and being role models for excellent internal and external communication

- Champion a high-performance culture – supporting colleagues wherever priorities are identified, and the need is greatest
- Provides People expertise, and support, to the Leadership team and wider organisation
- Production of monthly People KPI
- Makes recommendations and gives advice to support the needs of the organisation, balancing them against the needs of individuals
- Develop and support the implementation of policies, systems and processes that align with overall objectives as well as those which may be specific to the different entities
- Monitor, review and update policies and processes to ensure that they are fit for purpose and compliant with current legislation
- Champion the use of technology to improve efficiency and drive change.
- Build a network with other People leaders within the Arts to share knowledge, experience and best practice
- Develop, implement and monitor innovative employee-related strategies that are geared to attracting and retaining staff
- Lead a recruitment strategy which aligns with BPA's over-arching EDI objectives, and which actively seeks to find new pathways into employment such as volunteering, work experience and internship programmes
- Develop and embed the use of apprenticeships and associated career development pathways
- Advise and coach line managers to help them resolve employment issues and to support the implementation and maintenance of employee-related policies
- Lead on the implementation of the organisation's training and development plans and strategies linked with the annual performance appraisal
- Lead and support activities that encourage employee engagement in all areas, take a personal role by being visible, attending team meetings and being responsive to feedback from colleagues
- Accountable for BPA's Group staffing budgets, including recruitment, training and development
- Represent the organisation at external events as required
- Oversee the management of all People operations, admin and compliance, as well as policy development and legal compliance
- Partnering with senior leaders to support their development through strategic learning and coaching
- Shaping and embedding a culture that reflects the company's values
- Keeping policies and processes ahead of evolving employment legislation
- Oversee recruitment and talent retention strategies to ensure the organisation always has the workforce it needs
- Working with the Chief Finance and People Officer to ensure adherence to the risk register, current legislation, and Charity Commission requirements
- Driving a culture of Continuous Professional Development across the organisation.
- Provide visible support for EDI and wellbeing initiatives
- Play an active part in the H&S steering group. Assist in developing, implementing, and ensuring the application of policies

## **Key Performance Measures:**

- Accuracy of all People data
- Deadlines achieved in line with recruitment timetables
- Compliance with legislation and regulations
- Oversight and development of the People team
- Effective collaboration and communication across the wider organisation

- Implementation of the People Strategy

The job holder may also, from time to time, be asked to undertake other tasks and responsibilities which are not listed in this job description, but which are commensurate with the post.

Job Description issued to: (print name) : \_\_\_\_\_

Signature of Job Holder \_\_\_\_\_ Date: \_\_\_\_\_

**PERSON SPECIFICATION – Head of People**

<b>CRITERION</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience	<ul style="list-style-type: none"> <li>• Proven successful People leadership capability</li> <li>• Strong operational &amp; strategic People expertise across a range of sectors with a drive for innovation and improvement</li> <li>• Coaching qualification or significant demonstrable experience</li> <li>• Demonstrable experience of supporting the development of a high-quality People function within an evolving organisation</li> <li>• Demonstrable problem-solving and conflict resolution abilities</li> <li>• Demonstrable knowledge of best practices, employment laws, and regulations</li> <li>• Effective communication skills</li> <li>• Strong interpersonal skills – a genuine team player able to relate to a wide range of people</li> <li>• Ability to work on own initiative and manage own workload</li> <li>• Demonstrable experience of embedding EDI principles</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering and embedding a people strategy</li> <li>• Experience of working in both a charity and retail environment</li> </ul>
Qualifications		CIPD Level 7
Skills/Knowledge	<ul style="list-style-type: none"> <li>• A commercial and strategic mindset with excellent people skills</li> <li>• Driven and capable of working in a fast paced and agile organisation</li> <li>• Up-to-date knowledge of employment law and best practices in people operations</li> <li>• Proficient in using and manipulating data</li> <li>• SharePoint, excel skills and other management information systems</li> </ul>	
Ability/aptitude	<ul style="list-style-type: none"> <li>• Strong leadership and team management skills</li> <li>• Strong relationship building skills</li> <li>• Exceptional business-partnering skills</li> <li>• Able to meet strict deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Capable of developing own skills and knowledge</li> </ul>

	<ul style="list-style-type: none"><li>• Accuracy and attention to detail</li><li>• Responsive and ability to juggle conflicting priorities</li></ul>	
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