

Job description: People Manager

Duration: 1 Year fixed term contract

Salary: M3, London, £35,000

Location: Flexible

Reporting to: People Assistant Director

Department: Charity Services

Key working relationships: COO, CEO, Managers across all teams, staff

Purpose of the job

The People Manager is responsible for working with the People Business Partner to deliver the people strategy that enables staff at UK Youth to thrive in their roles and to enable them to meet our vision and aims. This work will be done in partnership with all staff and working closely with the COO and CEO. The person in the role will work with the People Business Partner and lead on the delivery of projects within the people strategy across the whole employee lifecycle looking at how we recruit, develop, retain highly engaged staff and offboard staff. The role will lead on developing a positive and inclusive working culture, developing a practical and engaging approach to how we embed equality, diversity and inclusion actions.

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

Key responsibilities

- Work with the People team to ensure that our people first principles are at the heart of the way we work
- Work with the People Business Partner to develop and deliver an improved employee lifecycle and the effectiveness of human resources processes

Other area of responsibilities

Core people team process and policy

- Responsible for delivering high quality, easy to engage administrative processes, compliance, systems, policies, procedures and legal contracts
- Quality assure key people processes to ensure compliance and understanding across all areas, e.g., policies, process, pre-employment checks and other legal requirements

Business partnering and employee relations

- Partner with staff at all levels building professional relationships; understand team requirements and strategy, providing direction, coaching and guidance as required
- Work with the People Business Partner on change management aspects of organisation development projects (Including the outputs of a target operating model review)
- Act as a change agent; lead, support and contribute to change programmes, driving and championing the implementation of people solutions within the supported business area, gaining acceptance from key stakeholders
- Work closely with management and employees to embed changes and ensure solutions are sustainable
- Support managers with capability and performance issues, raising managers competence in dealing with employee relations issues (sickness, disciplinary, grievances, concerns during probationary periods, etc.)
- Be a key business partner for staff at the outdoor learning centre and engage in regular drop-ins both online and onsite meetings to build relationships

People Development

- Work with the People Business Partner to scope and redefine an effective learning and development programme that unlocks potential and grows the confidence and expertise of staff across all areas of our work
- Work with the People Business Partner on the delivery of innovative and engaging internal workshops and training for staff to develop their capabilities and understanding e.g. (performance management, management development programmes)
- Lead on improving internal communications working closely with the People Officer to embed change and process

Equality diversity and inclusion

- Support with the delivery and roll-out of the EDI strategy contributing ideas for improvement in design and delivery
- Write reports and use data to inform the effectiveness of the EDI strategy
- Partner with staff to embed and make continuous improvements against our goals for UK youth in EDI

Recruitment and onboarding

- Lead on the implementation of the new Recruitment strategy working alongside the People Business Partner and creating a direction for the People Officer

- Implement key changes to the employer brand to ensure we are an employer of choice
- Developing innovative ways to improve how we attract and source the best candidates from diverse backgrounds
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post

Manager behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to provide detailed feedback to direct reports on performance and development areas
- Able to mentor and develop skills in others
- Able to support others to learn from mistakes and support wellbeing
- Able to delegate work effectively and provide practical support

Person specification: People Manager

Experience

- Proven experience of working in partnership with managers in order to deliver on key people projects
- Experience of supporting implementation of change programmes across the employee lifecycle
- Knowledge with experience of implementing best practice solutions to drive a high performance culture
- Experience of coaching, influencing and building strong working relationships with managers
- Excellent technical knowledge - CIPD qualified or relevant experience to demonstrate level of competence
- Proven track record of operating in a complex working environment
- Broad experience of managing organisation change programmes, e.g. TUPE, Organisation re-design, redundancy programmes
- Understanding of a business/commercial approach and understanding of business needs

- Experience working within budgets, saving costs and maximising income in carrying out project activity
- Understanding of project management principles and experience of managing complex projects to successful conclusion
- Experience of partnering with staff remotely and in-person across different locations

Knowledge, skills and understanding

- Passionate about customer service with an ability to articulate previous achievements through business deliverables
- Excellent verbal and written communication skills and the ability to negotiate and influence effectively with all levels of an organisation
- Excellent organisational skills with the ability to take responsibility for own workload and handle multiple priorities
- Analytical and goal-oriented with demonstrable experience with people metrics
- A can-do attitude, proactively responsive to change and flexible approach with ability to adapt to changing priorities, including a willingness to travel and work occasional evenings and weekends where necessary
- Excellent IT skills, including Microsoft Office and willingness and an ability to learn new IT/web programmes where in-house training is provided

Personal qualities

- Ability to establish professional credibility quickly with colleagues and to interact effectively with staff at all levels and across all departments
- A can-do attitude and flexible approach with ability to adapt to changing priorities.

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.