

JOB DESCRIPTION

<b>Job title</b>	<b>DIRECTOR OF PEOPLE &amp; ENGAGEMENT</b>
<b>Department</b>	People & Engagement
<b>Grade</b>	Executive Director
<b>Location</b>	Head Office
<b>Work Relationships</b>	<ol style="list-style-type: none"> <li>1. Reports to the Chief Executive</li> <li>2. Leads the People &amp; Engagement teams</li> <li>3. Line manages departmental management team</li> <li>4. To report to the Assurance Committee and update the Board of Trustees on the overall people performance of the WS Group</li> <li>5. Member of the Executive Leadership Team (ELT)</li> <li>6. Interacting with Operational and Corporate Services staff at all levels to inspire them to always deliver a quality service and listen to them</li> </ol>
<b>Job Purpose</b>	
<ol style="list-style-type: none"> <li>1. To lead, develop and contribute to the effective strategic management of the Walsingham Support Group.</li> <li>2. To ensure effective people, engagement, and culture management of the Walsingham Support Group.</li> <li>3. To actively develop and monitor the delivery of people and organisational development strategies in partnership with others in support of Walsingham Support's Strategic Priorities and to sustain and grow the Walsingham Support Group.</li> <li>4. To oversee the development and implementation of an Engagement &amp; Communication Strategy in support of Walsingham Support's Strategic Priorities.</li> <li>5. To carry out all aspects of the role to a high standard and within the guidance of the Walsingham Support Group's Ambitions, Values, and Strategic Aims.</li> </ol>	
<b>Responsibilities</b>	
<p><b>Principal Responsibilities:</b></p> <p><b>Strategic Management</b> - To contribute to the strategic management of the Walsingham Support Group by developing and maintaining strategies that encompass the people, organisational development, engagement, and culture aspects of the businesses.</p> <ol style="list-style-type: none"> <li>1. To participate, in a senior capacity, in forward planning and the effective daily organisation of the Walsingham Support Group activities, including organisational transformation, business planning, policy setting, people planning and forecasting, and strategic decision making.</li> <li>2. To work with the Executive Leadership Team (ELT) to develop people strategies, appraise new projects, and build new client relationships with commissioning bodies to maximise business growth-making opportunities.</li> <li>3. To work with the Board of Trustees to ensure effective people governance.</li> <li>4. To contribute creative and innovative thinking, for the development of the Walsingham Support Group.</li> </ol> <p><b>People &amp; Organisational Development</b> – To develop and implement the overall people and organisational development strategy of the Walsingham Support Group and have effective overall oversight of the management and support of our people to ensure effective working and sustainability.</p> <ol style="list-style-type: none"> <li>1. To develop and drive a people (staff and volunteers), organisational development and culture strategies maximising the potential of its people and living out our culture ensuring a collaborative approach to implementing, embedding, and monitoring across the Walsingham Support Group.</li> <li>2. To oversee the effective implementation of the culture strategy to ensure the Walsingham Support Group promotes a culture of service excellence across all teams, embedding standards and behaviours to drive innovation and sustainable improvements in service delivery across all business areas.</li> </ol>	

3. To ensure effective processes are in place to enable effective change management.
4. To align and embed a new approach to staff reward and benefits across the Walsingham Support Group.
5. To oversee the effective implementation of the learning and career development strategies across the Walsingham Support Group.
6. To lead on the people aspects of any strategic projects supporting the development and growth of the Walsingham Support Group.
7. To oversee the development and management of systems for people management.
8. To monitor and control the quality and staffing effectiveness of services provided by all departments, especially, the people and operational delivery to ensure high standards and value for money.
9. To work in collaboration with managers on safeguarding to ensure, as a minimum, compliance with the legislative framework and guidance around safer recruitment and keeping abreast of developments in this area.
10. To effectively manage and control all HR resources and budgets.
11. To provide leadership and management to the departmental management team in establishing a high-performing HR and L&D service that champions a business partner approach and ensures that planning and reporting is accurate, timely, and reliable.
12. To maintain an up-to-date overview of workforce and operation best practice and ensure that the Walsingham Support Group complies with all legal and statutory obligations and all statutory, mandatory, and contract-specific training requirements.
13. To oversee the development and management of systems for people support and development (including succession planning and talent management) driving sustained performance across the Walsingham Support Group.

**Engagement & Communications** – To oversee the overall internal engagement and communication strategy of the Walsingham Support Group and have effective overall oversight of the engagement of our people to ensure collaborative working.

1. To oversee the design and implementation of the Internal Engagement & Communication strategy to ensure the Walsingham Support Group effectively engages with key internal audiences.
2. To oversee the development and management of systems for internal engagement and communications.
3. To provide leadership and management to the Engagement & Communications team to ensure the infrastructure is robust, effective, and efficient.
4. Through the Engagement & Communications team to ensure stakeholders have the opportunity to engage with and influence the strategic direction of the Walsingham Support Group.
5. Through the Engagement & Communications team to ensure that communication with and from our people, their perceptions and opinions are tailored into Walsingham Support Group projects, plans and policies as appropriate.

**Person Specification for Director of People & Engagement**

This person specification has been drawn up from the job description for this post and describes the knowledge, skills and attributes that are essential or desirable for the job

Criteria	Essential	Desirable
Qualifications & Training (i.e. the level of education & professional development that the job requires)	<ol style="list-style-type: none"> <li>1. Appropriate professional qualification in – CIPD Masters or equivalent</li> <li>2. 5 years' experience at a senior level</li> <li>3. Hold Chartered membership of an appropriate institute</li> </ol>	<ol style="list-style-type: none"> <li>1. Educated to degree level</li> <li>2. Appropriate Masters level qualification, such as MBA or relevant MA or MSc</li> <li>3. Membership of Chartered Institute of Management</li> </ol>
Experience (i.e. the quality or quantity of different experiences that the job requires)	<ol style="list-style-type: none"> <li>1. Significant leadership experience and record of achievement at Director of People level in a charity context</li> <li>2. Proven experience of inspirational leadership of teams, fostering collaboration, a strong team and performance-oriented spirit</li> <li>3. Experience in successfully developing and implementing strategies</li> <li>4. Significant relevant and up to date knowledge of workforce reporting standards</li> <li>5. Significant relevant experience at a senior management level in HR, Organisational Learning &amp; Development and leading teams of professional staff</li> <li>6. Experience of being an impactful ambassador and building external partnerships and alliances</li> <li>7. Significant relevant experience of working with Trustees / Non-Exec Directors and governance arrangements</li> <li>8. Experience of organisational change management, restructure activities and successfully merging / acquiring other businesses</li> <li>9. Ability to manage people with other professional competencies</li> <li>10. Experience of successfully merging / acquiring other businesses</li> <li>11. Experience of driving values-led leadership, management, practice and culture</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of working in the social care / disability field</li> <li>2. Experience of leading multi-disciplinary teams</li> </ol>
Knowledge, skills & competencies (i.e. the specific skills and knowledge that the person is required to bring to the job and the behaviour that is needed for effective performance)	<ol style="list-style-type: none"> <li>1. Ability to analyse information and make decisions in complex situations</li> <li>2. Advanced working knowledge of current legislation, theory and practice in relation to workforce</li> <li>3. Knowledge and experience of developing, planning and effectively delivering Strategies and Business Plans</li> <li>4. Ability to mentor, coach and develop others</li> <li>5. Inspirational team leader and team player through a pro-active management style that recognises the motivational requirements of the individual being managed with the ability to develop others</li> <li>6. Problem solver and rational thinker</li> <li>7. Able to communicate clearly and convincingly both verbally and in writing</li> <li>8. Excellent negotiation skills</li> <li>9. Able to build strong and effective working relationships with key stakeholders (including individuals we support) and partners</li> <li>10. Ability to self-manage and delegate without abdicating responsibility</li> <li>11. Financial skills in relation to budgeting and performance management</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of the statutory framework in relation to adult social care and of national care standards</li> <li>2. Knowledge and understanding of Local Authority and Health Service structures and practices</li> <li>3. Experience of implementing organisation wide systems (such as rotas and timesheets)</li> <li>4. Significant knowledge of the effective assessment and implementation of technology systems to improve performance and productivity</li> </ol>
General attributes (i.e. aspects of the personality & beliefs that are required to carry out the post effectively)	<ol style="list-style-type: none"> <li>1. A good listener</li> <li>2. Creative &amp; innovative</li> <li>3. Able to see tasks through to completion</li> <li>4. Decisive, challenging and open to challenge and being challenged</li> <li>5. Demonstrate a commitment to the Walsingham Support Group's Ambitions, Values and Strategic Aims</li> </ol>	
Other	<ol style="list-style-type: none"> <li>1. Ability to adapt role and hours to changing demands of the organisation</li> <li>2. Willingness &amp; ability to spend nights away from home</li> <li>3. Ability to be on call</li> </ol>	<ol style="list-style-type: none"> <li>1. Current driving license</li> </ol>