

June 2022

Dear candidate,

## Head of people job pack vacancy

We are seeking an outstanding individual to be the new head of people for our thriving and ambitious organisation. Caring Together is a leading charity and provider of services and support for carers of all ages across Cambridgeshire, Peterborough and Norfolk.

Our immediate priorities include continuing our investment in digital transformation, including the implementation of a new people management system (CIPHR), development of our website and growing our fundraising income. We continue to be successful at winning contracts and grants across our region for the provision of services to carers which includes regulated homecare which is assessed as 'Good' by the Care Quality Commission (CQC).

We are looking for a head of people who can contribute to our senior leadership and, with our board of trustees, implement our strategy and business plans. We are seeking a delivery-focussed individual who is passionate about people and can provide clear leadership, strategic and day to day direction to their team to help drive Caring Together forward as an employer of choice.

This is a fantastic opportunity to become part of our growing organisation, motivated only by doing all we can to give carers all they need to do the amazing work that they do.

We look forward to receiving your application by 24 June 2022.

Miriam Martin  
Chief executive

## Head of people job pack

<b>Title</b>	Head of people
<b>Hours</b>	Full time, 37 hours per week
<b>Salary</b>	£45,000-£50,000 plus benefits
<b>Accountable to</b>	Chief executive
<b>Responsible for</b>	Senior HR advisor, HR advisor (learning and development), two job share HR assistants, volunteer coordinator, equality, diversion and inclusion officer and administrative support officer.
<b>Based</b>	Hybrid worker with days to be worked in the office and at home as agreed with line manager, with some travel to our other office locations and across our region as required.

### About Caring Together

Carers are the invisible backbone of our health and social care system. They deserve acknowledgement and support. This very much summarises our purpose.

In 2013 we were an organisation with a turnover of around £2m and providing services to carers across Cambridgeshire. Today we are a £4m organisation, supporting 30,000 carers each year across Cambridgeshire, Peterborough and Norfolk. We employ 150 staff and have a growing number of volunteers adding huge value to our work. This year we will celebrate our 40<sup>th</sup> anniversary.

Over recent years we have brought focus to our core activities of:

- Providing breaks from caring which includes regulated homecare.
- Planning ahead, including in the event of an emergency.
- Providing training and equipping carers with skills and knowledge to help in their caring role.
- Specialist information and advice and supporting carers to access their rights and entitlements.
- Someone to talk to.
- Raising awareness in the community with health, social care and education professionals and employers.

We are a network partner of Carers Trust which brings opportunities to access corporate grants and ensures that the experience of carers is used to determine national policy. We are also members of Carers UK who are the leading campaigning organisation on carer issues.

We pride ourselves on being an excellent employer. In our 2021 staff survey 86% said they felt proud working at Caring Together. We have been able to maintain our status as a living wage employer and are committed to supporting our people to develop, offering opportunities to undertake learning and development and time off to maintain their networks and professional qualifications. We offer 25 days annual leave with an additional day awarded after five years' service, and an employer pension contribution of 4%. We encourage flexible working to enable our people to balance home and work life and have a strong focus on positive mental health and wellbeing.

## **Our people**

We employ around 150 people with approximately 50% of those delivering homecare in local communities. We are supported by a growing number of volunteers who in the last year contributed over 2,000 hours of their time to our work.

## **About the role**

### **Key accountabilities of the role**

1. Develop and implement a people plan to support the long terms goals of the organisation ensuring culture and values are central to it and reflective of our commitment to equality, diversity and inclusion.
2. Lead and manage a comprehensive human resources service through the creation of a range of projects and activities such as, but not limited to:
  - Workforce planning and recruitment – with specific attention to the recruitment of homecare workers.
  - Onboarding and exit of employees and volunteers.
  - Performance management.
  - Reward and recognition.
  - Employment law compliance.
  - Employee relations.
3. Identify, develop and implement human resource projects in order to improve employee and volunteer engagement and organisational performance.
4. Support managers to grow volunteer contribution.
5. Develop and implement a staff and volunteer wellbeing programme.
6. Provide support, coaching, training and advice to managers and staff on all human resource issues to improve business performance.
7. Analyse and use human resource metrics and data to inform senior management decisions.
8. Work with senior management to plan talent development and growth for the future.
9. Develop an effective performance management system ensuring that organisational values are translated into measurable competencies, behaviours and objectives.

10. Develop and implement creative and meaningful learning and development initiatives for staff that contribute to the achievement of individual, team and organisational objectives.
11. Ownership of human resource policies and procedures reviewing and revising in accordance with our organisational cycle.
12. Attendance at board and subcommittee meetings as required to present on 'people' projects and data.
13. Review HR system (CIPHR) to build on functionality.

### **General responsibilities for all staff**

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To work at all times within the philosophy and policies of Caring Together. Including our approach to equality, diversity and inclusion.
- To comply with the Health & Safety at Work Act 1974 and with Caring Together policy, paying particular attention to the reporting of dangerous situations.
- To have a commitment to developing quality through the implementation of agreed standards.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- To comply with the code of conduct.

## Head of people

### Person specification

Requirements	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• CIPD level 7 or equivalence of experience, skills and knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>• Chartered member or fellow of CIPD.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working in a mid/senior level human resource role.</li> <li>• Experience of developing and implementing a wide range of projects and activities in all areas of human resources including; workforce planning, recruitment, performance management, reward and recognition, employee relations.</li> <li>• Experience of line managing a small team.</li> <li>• Experience of developing talent.</li> <li>• Experience of coaching/supporting senior managers</li> </ul>	<ul style="list-style-type: none"> <li>• Work experience in either a charity or care related organisation.</li> <li>• Experience of working with volunteers.</li> </ul>
<b>Skills, knowledge and expertise</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of current human resource legislation including TUPE.</li> <li>• Ability to think creatively and solve problems.</li> <li>• Ability to confidently articulate human resource issues and policy to staff and managers.</li> <li>• Ability to coach team members and colleagues to enable them to grow in their roles.</li> <li>• Excellent people skills and the ability to build relationships and communicate effectively at all levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of CQC regulations as they relate to the leadership and training requirements of our people.</li> <li>• Experience and knowledge of CIPHR.</li> </ul>

	<ul style="list-style-type: none"> <li>• Empathy and listening skills to understand other's opinions and tolerate differing needs and viewpoints.</li> <li>• Tact and ability to identify and manage conflict.</li> <li>• Strong IT skills with the ability to use Microsoft products and other systems.</li> <li>• Ability to understand, extract, analyse and report on data.</li> <li>• Knowledge of human resource systems and processes.</li> <li>• Strong written and verbal communication skills.</li> <li>• Ability to work to tight deadlines.</li> <li>• Concise presentation skills.</li> <li>• Willingness to undertake personal development essential to the role.</li> <li>• Able to work under own initiative.</li> </ul>	
<p><b>Personal attributes</b></p>	<ul style="list-style-type: none"> <li>• Passion for working with people.</li> <li>• Self-confidence and assertiveness.</li> <li>• Strong work ethic and integrity.</li> <li>• Collaborative team player.</li> <li>• Calm under pressure and in changing circumstances, flexible and helpful.</li> </ul>	

## **Application and recruitment process**

<b>Closing date</b>	The closing date for this post is 23.59pm on 24 June 2022.
<b>Interview</b>	It is anticipated that interviews for this post will take place on 7 June 2022 and 8 July 2022
<b>Start date</b>	The post is available immediately, on a full-time, permanent basis.
<b>Referees</b>	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
<b>Proof of qualifications</b>	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
<b>Terms and conditions</b>	Full details of the terms and conditions of employment will be made available to the successful candidate.
<b>Annual leave</b>	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
<b>Pension</b>	Caring Together comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
<b>Entitlement to work</b>	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
<b>Working hours</b>	Normal working hours are between 9.00am and 5.00pm, however Caring Together is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. [The successful candidate may be required to work flexibly at evenings and weekends at times.]
<b>Benefits</b>	Full details of the benefits of employment will be made available to the successful candidate.