



JOB TITLE: Head of People				
Department	Division	Reports To	Salary	Type of contract
Finance and Technology	People	Director of Finance and Technology	Up to £65,000	Permanent
<p>Location: Person in this role can be based anywhere in the UK but will need to be comfortable travelling to Make-A-Wish Reading hub at least once per week.</p> <p>Travelling to Reading to fulfil your role duties is not reimbursed, but when you travel to the hub on organisational occasions specified in expensed meetings calendar, you'll reimbursed through payroll.</p>				
Direct Reports/Immediate relationships				
<div> Director of Finance and Technology Head of People People Co-Ordinator </div>				
Core Purpose				
<p>Our people are pivotal to our strategic goal of granting a wish to every eligible child and our people team are at the heart of promoting our culture to achieve that. Our Head of People is responsible for delivering our strategy to develop, grow, retain and reward our talent, and ultimately to make Make-A-Wish a magical place to work.</p> <p>We are looking for an experienced Head of People on a permanent basis. You'll be responsible for the ongoing learning, development and engagement of our teams, taking full ownership of the employee experience.</p> <p>This role will be pivotal in driving the success of our company through strategic people management. Your leadership will shape the Make-A-Wish culture, and your success will see developing employee engagement, driving operational excellence and building high-performing, diverse and sustainable teams.</p>				
Key responsibilities				
<p>Strategic People Leadership:</p> <ul style="list-style-type: none"> Implement our People Strategy aligned with our mission and goals. Ensure that the people strategy and the people plan are aligned to the strategy and the operational plan of the organisation and particularly reflect the wider work under Goal 3 of that strategy (Developing Our Capability). Contribute to the operational planning of the organisation and project manage the strategy and the operational plan under it, contributing to projects within it, as agreed. Aligning the work of the people and volunteering teams to deliver our strategy. Working with the Volunteering team to provide strategic and operational support in the recruitment and development of our volunteers. Collaborating with external networks to make the most of our resources. Manage the people function budget. <p>Culture, Organisational and People Development:</p> <ul style="list-style-type: none"> Work with our Leadership Teams and People Managers to ensure the Make-A-Wish culture, values and behaviours are embedded in all activities across the organisation. Oversee our organisational development including developing our Talent Strategy to provide training and development programmes to enhance the skills and capability of our organisation, from employees to volunteers. Partner with our managers in empowering and enabling their teams to do their best work. Embed and improve our "Being Brilliant" platform; the Make-A-Wish performance and growth framework. 				

- Build succession planning across the organisation together with the formation of career pathways and developing role competencies to provide our colleagues with clear, understandable and attainable career growth plans.

Employee Experience

- Develop and implement initiatives that enhance employee experience and wellbeing to build upon the culture of Make-A-Wish in areas across the employee life cycle.
- Advocate the Make-A-Wish 'Ways of Working' to ensure they stay relevant, and are understood and embedded consistently across the organisation.
- Execute, evaluate and communicate our pulse engagement surveys, identifying the key drivers of our engagement and support the development and initiation of localized and centralised solutions.
- Champion the formation of our People Forum; our new roundtable created to drive further employee engagement, increase communication channels and deliver employee-focused projects.

Employee Relations:

- Provide advice, data insights and analysis on people metrics like absences and turnover; bring proactive interventions to address identified issues.
- Champion our policies and guide our managers through processes including grievances, disciplinaries, performance management and capability.
- Handle team specific or organisation wide change programmes in legally compliant, but sensitive way, promoting high levels of communication and safeguarding our high engagement levels throughout and following the change.
- Ensure compliance with employment laws and ethical standards which form an integral part of the Make-A-Wish culture.

Reward and Benefits:

- Lead our pay strategy, including managing our annual pay review cycle, owning our benchmarking approach and deliver an equitable and transparent approach to reward.
- Build and implement a rewards and recognition framework that reflects the culture of the organisation and delivers return on investment.
- Review our existing benefits offering and work with internal stakeholders to ensure this is fit for purpose, maintain competitiveness, and complements our ambition to be an employer of choice.

Diversity, Equity, and Inclusion:

- Develop and implement EDI strategies, defining our EDI roadmap, delivering key initiatives, and building an inclusive culture. Drive initiatives that promote an inclusive workplace culture.
- Source, design and deliver training and education colleagues on relevant topics including unconscious bias, cultural competence and increasing inclusivity. Drive diversity and inclusion programmes through our People Forum, Employee Resource Groups and development programmes.
- Capture DEI information and statistics, which can be utilised as metrics to measure progress towards inclusion goals and objectives and understand further areas of opportunity for continuous improvement.

As Make-A-Wish colleague, you will also need to:

- Be led by the needs of the wish child in all we do and make decisions as close to the child as possible and wherever possible by the child.
- Actively support our wishgranting through voluntary activity to support Make-A-Wish. We encourage all colleagues to become Wish Makers.
- Have practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- Strengthen relationships between different members of the Make-A-Wish community to ensure everyone works in collaborative and inclusive way.
- Attend organisational meetings, like symposiums and townhalls.
- Keep yourself informed about things going on across the organisation by making use of internal communications channel e.g., Teams, Wish Wisdom (our colleague newsletter).
- Keep yourself informed on the strategy and plans of the organisation in order to be able to fully contribute them through your role.
- Actively listen to other people, particularly those with views that are different to their own.
- Embed the principles of our Equality, Diversity and Inclusion Charter within their role.

- Open to collaboration and working across different teams to help the organisation achieve its strategic objectives.
- Be able to work independently in an agile environment understanding that different people across the organisation have different working patterns.
- Be able to work with your colleagues and other members of Make-A-Wish community as one team, united in common vision and mission and support organisational efforts of reaching every child by e.g., answering phones when other teams are busy, supporting activities happening across the organisation etc.

As a people manager of People Team, you will also be:

- Responsible for enabling their work and empowering them to perform to the highest standards.
- Responsible for ensuring that they are accountable for their own performance and growth through facilitating career and performance conversations and recording/updating their objectives on a quarterly basis.
- Accountable for ensuring that they are informed about things going on across the organisation and that their work is sustainable and meaningful.

PERSON PROFILE

The Head of People requires a combination of strategic thinking, leadership, people management expertise, communication skills, and business acumen, as well as a commitment to ongoing business improvement through our people and collaboration across the organisation.

- Proven commensurate work experience in the field of People Management, People Development or People Business Partnership. Experience working within the charity sector would be advantageous but is not essential. The postholder should hold a professional qualification of a CIPD Level 7 or equivalent.
- A passion for the Make-A-Wish mission and commitment to creating a positive workplace to deliver our strategic goals around wish delivery.
- Strategic mindset: The ability to think strategically and develop long-term plans that align with the company's overall strategy.
- Leadership: Strong leadership skills to effectively manage and inspire a teams, both within the People team and across the wider organisation.
- People Partnering management expertise: A deep understanding of people processes and strategies, including creating new and refining existing internal people processes, systems and operational procedures.
- Communication skills: Excellent communication skills to build relationships with internal and external stakeholders, communicate effectively with all levels of the organisation, and the ability to present complex information in a clear and concise manner.
- Analytical skills: Strong analytical skills to gather and interpret data, identify trends and insights, and develop actionable recommendations.
- ER & Change management: Experience leading change management initiatives and delivering fair and compliant Employee Relations processes.
- Culture and Talent: An understanding of the organisation's culture and the ability to promote and maintain that culture through people related initiatives. Experienced in creating and delivering talent strategies.
- Continuous learning: A commitment to ongoing professional development and staying up to date with the latest employment law updated, contemporary employment trends and best practices. Proven experience of applying updated legislation to a variety of HR situations.