



Job Description

Job Title	People and Culture Manager
Responsible to	Head of Central Resources
Responsible for	Volunteer Lead
Salary	£30,000
Hours	37
Location	One of our three offices – Preston, Morecambe or Southport

Role Outline

The role will drive the strategic people and culture agenda for Galloway's and is responsible for the development, implementation and continual review of a strategic People and Culture Plan which aligns with the organisations mission, vision and values. You will ensure best practice across all related themes including volunteer and employee excellence, and will support delivery of key goals ensuring consistency and added value across the organisation. To do this you will work closely with the Senior Leadership Team (SLT) to create a healthy, positive and high performing organisational culture and will lead the organisation in the continued development and delivery of a proactive human resources function including systems, processes and policies.

KEY RESPONSIBILITIES

Culture, People Strategy & Planning

- Lead the operational delivery of the People and Culture functions within Galloway's
- Develop and implement a strategic People and Culture Plan for Galloway's across all areas of the organisation, working closely with the CEO, the SLT and other key stakeholders where appropriate
- Work with the SLT and line managers to drive the organisation's agenda on embedding its culture and shared values in all areas of operation across the charity
- Working alongside external HR advisors, act as an internal expert, leading on all aspects of employment policy and practice, with regard to people management and employment, including change management, ensuring that all processes, policies and our staff handbook are legally compliant and follow best practice
- Coaching and providing guidance and advice to managers on people and organisational related matters, like wellbeing, culture and engagement, excellence in performance, as well as providing guidance on technical aspects of employment such as pay and contracts
- Stewarding our Equality and Diversity work to enable an inclusive environment across our volunteer and employee community, ensuring this also reflects the communities we exist to serve.
- Working with the Volunteer Lead to ensure the introduction of a robust and successful volunteer journey and to provide the best possible start and ongoing experience for everyone that supports us through their skills and time.

Recruitment, Retention, Development and Succession

- Ensure that the organisation attracts, retains and develops the best professional team to achieve its strategic goals
- Ensure that recruitment of candidates is done in the most effective and cost-efficient way for the organisation, using all available channels
- Develop, implement and improve induction processes that ensure all new staff are welcomed, receive appropriate and effective induction and are provided a safe and inclusive work environment
- Design and implement targeted ways to increase levels of engagement and staff satisfaction; reduce staff turnover; and build a diverse and inclusive team
- Champion a culture of continuous learning and development by helping the SLT and line managers identify the training needs for staff and recommending appropriate training, opportunities and development interventions where appropriate

- Lead on the development and delivery of programmes to improve and enhance management and leadership capabilities across the organisation
- Responsible for the content of regular Staff Meetings, Staff Development Days (“away days”), to maximise the effectiveness of these interventions and ensuring that they respond to organisational and staff priorities
- Develop a succession planning strategy for the organisation, working closely with the SLT to implement

Systems, Information Management and Administration

- Oversee the day-to-day administration of the HR function, including employment contracts, holidays, sick leave etc
- Monitor Key Performance Indicators including absence, turnover, equality and diversity and training that demonstrate quality, effectiveness and an engaged staff culture
- Provide simple, insightful reporting that informs the SLT about trends in absence, turnover and employee engagement
- Ensure Galloway’s fully complies with and manages its responsibilities regarding the Disclosure and Barring Service (DBS).
- Assist in the introduction, usage and continual review of the central HR management system

Line Management

- Ensure effective line management of Volunteer Lead including supervisory duties (including setting objectives and monitoring performance), annual reviews and identification of training needs
- Be actively involved in recruitment and induction of colleagues joining the Team
- Ensure that Team colleagues are thoroughly briefed by holding regular meetings and giving clear verbal and written communication
- Ensure that adequate cover is maintained by co-ordinating annual leave and lieu time so that the service level is maintained

Supporting the Strategy

- To contribute positively to the success of all Galloway’s strategic aims, recognising the importance of integrated working
- Embrace project working and cross team working to drive the success of our strategic aims
- Liaise with departments across the organisation to understand how they work, to develop partnerships, raise awareness and maximise/promote income generating opportunities and encourage individuals and organisations to become supporters of the organisation

- Work across the organisation to maximise four key dependencies to ensure strategic success, these are: Impact, Digital, Community, and Communications

Professional Development

- Take responsibility for one's own professional development and attend conferences, training, networking and other events as appropriate
- Attend all mandatory training required by Galloway's
- To actively participate in the organisation's performance management processes including appraisal and induction

All Galloway's employees are expected to

- Uphold the values of Galloway's and behave in a professional manner at all times to support our vision and mission
- Value equality and diversity and comply with relevant equality legislation
- Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work
- Ensure that all work is undertaken in accordance with health and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post
- Work with your line manager to ensure your wellbeing is paramount along with the wellbeing of others whilst at work
- Work within all Galloway's policies and procedures
- Communicate a positive image of Galloway's and protect its reputation

Additional Duties:

- Willingness to travel within the area and the community we work within
- Ability to work evenings and weekends as required
- Ensure value for money and best use of resources in all activities related to the post
- Any other reasonable duties as may reasonably be required by your line manager

This role profile will be reviewed in consultation with the post holder in the light of on-going and changing organisational needs and will form the basis for performance appraisal.

Galloway's has a multi-skilled team seeking to reach out to people affected by sight loss in a way that helps them most. You may therefore be expected to accept a different or unusual task or role.

Person Specification

Experience and Qualifications

Essential	Assessment method
Proven successful experience at a relevant senior level in a similar role leading on HR within a business or non-profit organisation	Application & Interview
Experience of developing, implementing and embedding people-focused systems, processes and strategies to deliver business objectives and organisational goals. Including recruitment, retention, staff development, performance management and employee relations	Application & Interview
Experience of supporting positive cultural change encompassing the integration of company mission, vision and values	Application & Interview
Desirable	
Relevant education, training and qualifications. In particular, Fellow CIPD qualification / relevant People Management qualification	Application

Knowledge and Understanding

Essential	Assessment method
Strong understanding of employment law and HR best practice, providing guidance and support to managers in order to control organisational risk	Application & Interview
An understanding of and ability to work within data, safeguarding, and associated policies/acts	Application & Interview
Desirable	
Experience of leading equality, diversity and inclusion work to enable an inclusive culture and workforce	Application & Interview

Skills and Abilities

Essential	Assessment method
Ability and experience of reviewing and updating policy, process, procedure and associated template/guidance	Application & Interview
Confident in advising line managers on all aspects of people management and development	Application & Interview
Excellent communication skills, written and verbal, including presentation skills	Application & Interview
Ability to collate, analyse and present data to inform operational and strategic decision making. To develop people and culture initiatives and to improve systems and processes	Application & Interview
Ability to develop and maintain positive and professional relationships	Application & Interview
Highly computer literate, confident and proficient in working with Excel, Word, Publisher, PowerPoint	Application & Interview
Ability to work flexibly on own initiative or as a part of a team and across teams	Application & Interview
Highly organised with exceptional attention to detail is essential.	Application & Interview
Ability to work under pressure and unsupervised	Application & Interview
Desirable	
Excellent problem solving skills	Application

Qualities and competencies

Essential	Assessment method
Has strong personal leadership qualities and personal credibility to inspire trust and confidence across the organisation	Application & Interview
Demonstrate a proven ability to challenge, influence and make changes with positive benefits relating to people and culture	Application & Interview
Is a strategic and innovative thinker who can translate strategy operational and project plans and goals, and be hands-on in implementing them	Application & Interview
Self-motivated, punctual, reliable, able to maintain confidentiality	Application & Interview
Ability to manage time well and meet competing demands	Application & Interview
Ability to work collaboratively across operational and strategic levels to facilitate joint working, healthy partnerships and coproduction	Application & Interview