

Senior People and Culture Lead

My Role (Job Description)

Salary	:- £55,000 - £60,000 per annum
Location	:- Remote with regular travel across regions
Reports to	:- Debbie Kitchen, Head of Specialist HR.

The purpose of this role is to:



Interpret the Organisational and People Strategy: Understanding the Organisational and People strategy to align actions with HCRG and Regional goals.



Developing and Implementing Tangible Actions: Creating and executing specific initiatives across HCRG Care Group related to workforce, culture, and capability to address the evolving demands of the business environment.



Enhancing Long-Term Organisational Performance: Adopting a deliberate and structured approach to improve organisational performance over the long term.



Supporting Manager Development: Assisting HCRG Care Group managers in cultivating the right mindset and capabilities necessary for organisational growth.

All of these responsibilities align with the principles of workforce planning, organisational development, and capability building to ensure sustainable growth and adaptability in a dynamic business environment

The purpose of this role is to:



The purpose of this role is to:



Have a business and Commercial Focus, strong understanding of business and commercial priorities, understand all People and operational KPIs and how they link and impact each other.



Have the ability to make quick, data-driven decisions to ensure sustainability in terms of people, performance, value addition, and cost management.



Have market Awareness, scanning the external market assessing trends effectively. Proficient in identifying emerging opportunities and risks.



Be ready for innovative Solution Development, developing innovative solutions to maintain competitiveness within the market.

These attributes are critical for aligning people strategies with business objectives, driving performance, and ensuring the organisation remains agile and competitive in a dynamic environment.

Strategy & Change within this role:

Work closely with the Head of Specialist HR to develop operational plans to deliver HCRG Care Group's leadership and workforce strategies.

To partner the Regional Director to; initiate positive change, ensure clear communication and to ensure our management are enabled to create positive cultural change.

Act as a trusted advisor to senior leaders across your area, using high level communication and influencing skills to support the shaping of future strategy and people initiatives.

Work with stakeholders to identify pragmatic solutions to business issues, balancing commercial needs with the needs of our colleagues, enabling proactive solutions.

To work with the Training, Learning and Education team to ensure complex learning and organisational development interventions are fit for purpose, ensuring Managers always understand how to have the right people with the right skill in the right place at the right time.

Provide specialist expertise across all areas of organisational development including talent management, leadership development, organisational culture, process consultation, staff engagement, reward and recognition, team development and the human dimensions of change.

To develop and implement a workforce transformation strategy, to ensure that the workforce is fit for the needs of the area you service.

To ensure that all OD practices and initiatives embed and drive forward digital first ethos.

Work with stakeholders across the organisation to ensure projects gain the correct input for success.

Work in collaboration with Centres of Excellence within the People team, the wider organisation and People and Culture Leads in your region to proactively identify and influence changes that improve HR services

Shaping the Development & Culture:

Ensure that the regional development plan for all managers underpins the organisational strategy.

To proactively work with and coach all managers across your region, to develop plans to promote a positive engaging culture, understanding the relationship between culture and voice, applying tools and methods that give all colleagues a voice.

To work with comms to understand the results of colleague surveys and produce plans to tackle any region wide cultural issues.

To ensure all managers understand their job role, are equipped with plans to deliver against their objectives and know how to develop data driven plans, leading to increased productivity across their service.

To feedback any issues around support, capability, coaching requirements to the central HR team for your region.

Understand how colleague and manager roles will change, what new skills and capabilities will be needed, and how to use technology to enhance the people proposition across your region.

Promote a growth mindset and HCRG Care Group values, influencing the right decision-making process with Managers and Leaders

To work closely with the HR Case Management team to understand areas of poor performance and to ensure plans are in place to address the poor performance.

Apply and adapt different models of facilitation, consulting, coaching and mentoring in a range of different situations, helping to shape managers and leaders across your region to display and practice positive behaviours, showing up as their best selves.

Support and reinforce ownership of people management by the business and line managers.

Driving People Practice & Commercial Awareness:

Promote and implement all policies and practices across your region by ensuring all managers and leaders are aware and understand and are capability to implement in a positive way.

Keep abreast of all current and future regulation and law relevant to your work, how to apply it, and how to mitigate risk, liaising with the corporate teams for updates and share knowledge.

Effectively workforce plan across your region, feed into corporate policy development, people practices and inform wider business planning.

Assess current and future capability needs to ensure the workforce is fit for the future of your region, develop plans to support this.

Use performance management data to drive improvements, ensuring all managers and leaders use the Enhancing Your Performance policy and practice across your region, driving colleague and service performance.

Integrate colleague wellbeing into people practices, ensuring a consistent and people driven approach.

Integrate equality, diversity and inclusion into your region's people practice to create value for colleagues, getting the best from the workforce.

Implement and promote available flexible people practices for a hybrid workforce that enhances performance whilst promoting engagement and trust across the workforce.

Line management of the region's People and Culture Leads, ensuring consistency and alignment of people practices across the business units.

- Connect how the organisation's strategy translates to people practice across your region and effectively coach managers to understand and connect the dots across multiple KPIs.
- Monitor trends in the sector and wider environment to understand impacts that could impact on performance.
- Interpret the organisation's performance data, identify people risks and mitigating actions and implement plans where appropriate.
- Contribute to Service performance by reviewing and forecasting spend and calculating return on investment for all people initiatives and practices.
- Understand how HCRG Care Group contributes towards society and how this impacts on employer brand and reputation and ensure positive plans are in place.

Skills

How (Behavioural)

- Empathy, putting people first
- Resilience, getting the best from yourself
- Professional courage and Influencing
- Collaboration. Working better together
- Innovation, being open to new ideas
- Responsiveness, thinking on your feet.
- Facilitation, initiating action through others.
- Accountability and integrity
- Planning and prioritization
- Problem solving and situational decision making
- Self-awareness
- Strategic ability
- Ethical practice, values driven
- Insight focussed

What (Technical)

- Insights focussed, Employment legislation.
- Change management.
- People Practice.
- HR Data, people analytics
- Performance management
- Diversity and inclusion
- Employee experience
- Commercial Awareness/business acumen
- Conflict management
- Customer and service user focussed
- Developing self and others
- Information technology
- Process and project management
- Speaking and presenting
- Written communication

Qualifications

Essential

- CIPD level 7 or Chartered membership of the CIPD.
- Educated to Masters level or have the relevant experience.

Desirable

- Facilitation qualification / or significant proven experience.
- Mediation qualification.
- Coaching qualification.