

About HCRG Care Group

We change lives by transforming health and care.

Established in 2006, HCRG Care Group is one of the UK's leading independent providers of community health and care services.

From around 500 locations across England, we support communities of many millions and directly help more than half a million people each year.

Our 7500 colleagues deliver adult and children community health services, sexual health services, offender health services and wellbeing services across the country.

Why this role matters



Strategic partner

This role sits at the heart of our employee collaboration framework, shaping how HCRG Care Group works alongside internal and external stakeholders to deliver outcomes that are good for our colleagues and our services.

7,500+ colleagues

With a workforce of over 7,500 professionals across England, effective partnership is central to how we listen, engage, respond, and lead.

Transformational impact

The People Partnership Lead will shape Partnership agreements, navigate complex change, conflict and communication, and build the trust that underpins a positive employment collaboration culture.

The purpose of this role is to

The People Partnership Lead is a strategic leadership role responsible for developing, negotiating, and maintaining partnership agreements with multiple internal and external stakeholders and working groups across HCRG Care Group. This position drives collaborative ways of working, ensuring alignment between organisational goals and stakeholder interests.

The ideal leader will possess strong relationship-building skills, a deep understanding of employment relations, and the ability to navigate complex discussions to achieve mutually beneficial outcomes that support colleagues and services alike.

Build and sustain productive, trust-based partnerships with all present stakeholder groups across HCRG Care Group.

Set up and maintain partnership agreements that balance colleague wellbeing with the commercial and operational needs of the organisation.

Act as the primary point of contact for stakeholder groups and leads, ensuring timely, transparent, and constructive dialogue.

Drive a positive employment relations culture that enables organisational change and supports colleague voice at every level.

Within your role you will

Strategy

- Develop and lead HCRG Care Group's partnership strategy, aligning it with organisational goals and workforce plans.
- Act as a trusted senior advisor on all matters relating to employment relations with internal and external stakeholders.
- Work with the Head of Specialist HR and Executive team to anticipate colleague relation risks and develop mitigation strategies.
- Translate workforce data and colleague sentiment into actionable partnership intelligence for senior leaders.
- Ensure HCRG Care Group meets its legal obligations regarding union activity, redundancy, and TUPE, working in partnership with the Lead HR Case Manager.

Partnership Building

- Build and sustain productive relationships with external and internal stakeholder groups
- Chair and facilitate joint committees, colleague and union partnership forums.
- Establish and maintain a union partnership agreement framework that reflects the spirit of cooperation and mutual respect.
- Engage proactively with all internal and external stakeholder groups during periods of organisational change, including TUPE, restructuring, policy development and service redesign, bringing in the subject matter experts to support and facilitate conversations.
- Work with external partners to build relationships and offer opportunity in the community to people wanting a career in healthcare.

Within your role you will



Colleague Voice

- Facilitate open and effective communication channels between colleagues, external stakeholder groups, and senior management.
- Advocate for colleague concerns, ensuring feedback from external and internal partners informs people strategy and service decisions.
- Promote a culture of psychological safety where colleagues feel confident to raise concerns through formal and informal routes.
- Use colleague survey data and external intelligence to identify themes and work with leaders to develop response plans.
- Ensure colleague representatives are equipped and informed to represent their members/ colleague groupings effectively and constructively.

Culture, Behaviour and Practice

- Champion HCRG Care Group's values of care, think, do through every interaction with internal and external partners and colleagues.
- Model ethical leadership and professional conduct, building trust with our partners through consistency and integrity.
- Support managers and leaders to engage constructively with partners, colleague representatives, coaching on partnership principles.
- Drive equity, diversity, and inclusion through partnership working, ensuring all agreements support an inclusive workplace.
- Work with the People team to embed a culture of early resolution, reducing formal disputes through effective relationship management.

Why effective partnership matters

01

Legal compliance

There is a strong legislative employment framework in the UK, Our committee to colleagues is to ensure that we comply at all times, Ensuring colleagues are informed and have a voice is paramount to our values.

02

Supporting colleague voice

Strong partnerships with internal and external stakeholder support collective employee voice. Investing in the relationship means better feedback, greater trust, and earlier identification of colleague concerns before they escalate.

03

Effective employment relations

Business objectives and colleague interests sometimes diverge. A productive partnership provides a structured mechanism to navigate this, enabling change to land with greater acceptance and reduced risk of disruption.

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 prioritisation
- Problem solving and situational decision making
- Self-awareness
- Strategic ability
- Ethical practice: values driven
- Insight focused

What (Technical)

- Employment legislation.
- Trade union recognition and collective bargaining
- Change management
- People practice and HR policy
- HR data and people analytics
- Diversity and inclusion
- Employee experience
- Commercial awareness and business acumen
- Conflict management and mediation
- Developing self and others
- Process and project management
- Speaking, presenting and negotiation
- Written communication

Qualifications

Essential

- CIPD Level 7 or Chartered membership of the CIPD
- Educated to Masters level or equivalent experience in a related field
- Significant proven experience working in unionised/ non-unionised environments within med/ large, complex organisations
- Demonstrable track record of negotiating collective agreements and managing trade union relationships
- Experience of leading consultation processes in line with TUPE, redundancy, and organisational change requirements
- Strong knowledge of employment law, ACAS codes, and collective bargaining frameworks

Desirable

- Facilitation qualification or significant evidenced experience of facilitation at a senior level
- Mediation qualification
- Coaching or mentoring qualification
- Experience working in health and social care or a regulated sector
- Experience of TUC partnership programmes or formal joint working frameworks / partnership agreements.
- Experience of participating in ACAS-facilitated negotiations or conciliation

What great looks like in this role

Subject Matter Expertise

Deep knowledge of employment law, updates to the employment rights bill.

Conflict Resolution

Proven ability to mediate complex, multi-party situations and reach mutually beneficial outcomes that stand the test of time.

Communication and Influence

Strong storytelling and influencing skills that bridge the gap between management goals and union needs, building shared understanding.

Strategic Vision

The ability to anticipate low-level rumblings and emerging concerns before they become formal disputes, acting early to protect relationships.

Commercial Acumen

An understanding of how partnership activity impacts service delivery, financial performance, and organisational reputation.

Resilience and Adaptability

Calm and effective under pressure, with the ability to navigate ambiguity and maintain productive relationships even in challenging situations.



Our commitment to you

- A genuinely strategic role with real influence over the people and culture agenda
- Senior stakeholder access and the opportunity to shape organisational policy at the highest level
- A supportive and values-driven HR leadership team committed to progressive employment relations
- Competitive salary, Aviva Pension, PMI and a comprehensive benefits package
- A platform to be the architect of a union partnership model that others in the sector will look to as best practice