

Post:	People and Culture Manager
Salary:	£35,692 to £42,025 per annum
Contract:	Permanent
Hours:	37 hours
Base:	Bradford City Centre (with hybrid working)
Responsible to:	Director (Business Development and Corporate Services)
Responsible for:	People and Culture Officer, Office Manager
Annual Leave:	25 days plus Bank Holidays
Pension:	We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme).
Probationary Period:	6 months

---

## About us

Everything we do at Mind in Bradford is underpinned by our Values, which you will see below.

The information contained in this job description is not exhaustive but will give you an outline of the role and the duties required, and help you understand the role more clearly

## Our Values

- **Caring Always** - Be kind and compassionate. Listening to and valuing people.
- **Working Together** – Working together for a shared purpose. Working together to make the biggest positive difference.
- **Supporting Everyone** – Understanding, celebrating uniqueness and respecting all; reaching out, engaging and helping people feel safe.
- **Enabling All** – Making things possible. Giving hope and resources to make positive change.
- **Improving Continually** – Making the biggest positive difference. Listening and being creative to make the biggest positive difference.

## Main Purpose of the Role

Our People and Culture team is responsible for everything related to our most important asset: our people. As People and Culture Manager, you will deliver a high-quality, efficient and compliant people service which finds the right talent for roles; upskills our staff and encourages them to develop within the organisation, and provide ongoing support to create a workforce which feels valued and helps deliver our organisational goals.

## Key Duties

---

### Leadership

You will:

- Lead the organisation's People team, with overall responsibility for developing and delivering our People Strategy and employee value proposition, that covers the entire employee lifecycle from acquisition of new talent through to smooth and successful off-boarding of leavers.
- Providing strong leadership to your direct reports across human resources and office management, ensuring all elements are delivered in line with Mind in Bradford's values, policies and procedures, industry best practice and employment legislation.
- Have line management responsibility for our People and Culture Officer as well as Office Manager; therefore, there are wider obligations for the team to cover reception duties and organisational health & safety. You will work closely with them to ensure they progress; develop in their roles, and share project work to ensure stability and continuity in the team.

### People Management

You will:

- Provide advice, guidance and support to managers to ensure HR best practices are demonstrated in the management of people throughout all stages of their employment.
- Actively engage with managers and stakeholders to build strong partnerships and understand their workforce plans and challenges including succession planning and talent management.
- Lead your team to ensure they are confident to provide strong and clear HR support to coach managers and equip them with the knowledge and tools to effectively manage their teams. This may include cascading policies and providing training and coaching.

- Ensure you are up-to-date with relevant legislation to ensure that the organisation's policies and procedures are compliant and changes are communicated clearly as required.
- Have responsibility for the organisation's recruitment process to ensuring compliance, best practice and efficiency.
- Submit regular reports to advise on the strategy of the People and Culture Team and highlight key trends and challenges; progress; and performance against agreed key performance indicators.
- Ensure the organisation's People Strategy is contributing to long-term goals of the business and delivering effective people development, including succession planning, staff training and development, and retention strategies.

## People Development

You will:

- Lead on the design and implementation of an effective performance management framework and ensure it is implemented consistently across the organisation.
- Lead on the development of an organisational training plan; including mandatory training and personal development, to ensure that all staff have the skills required to do their role and Mind in Bradford complies with its legal obligations.
- Write and deliver training material to promote and support the implementation of our people policies.
- Create and lead on an effective onboarding and induction programme for new staff to ensure they are fully equipped and supported to have the best experience when joining Mind in Bradford.

## People Engagement

You will:

- Drive Mind in Bradford's Equality, Diversity and Inclusion strategy and associated action plan with support from key colleagues.
- Drive the organisation's main workforce engagement groups, ensuring Mind in Bradford is a welcoming and supportive employer for all staff.
- Conduct regular workforce engagement evaluations and ensure the feedback is used to develop action plans and activities.
- Take the People lead on a range of quality standard measures for the organisation such as the Mind Quality Mark, Mindful Employer, Real Living Wage and Disability Confident Employer accreditations.
- Conduct exit interviews and collate feedback to understand why staff and encourage creative suggestions from your team and the wider business as to how we can tackle some of these reasons.

## Organisational Management

You will:

- Create and manage the budget for the People and Culture Team in conjunction with senior colleagues and Finance.
- Work closely with Finance to ensure accuracy and best practice regarding all payroll, staff benefits and contractual and payroll variations.
- Support the People team to ensure that all People related information on our website, HR information systems and staff handbooks are kept up to date.
- Continually identify opportunities for improvement and cost efficiencies without compromising quality or service levels to the business and ensuring HR systems and processes are efficient, streamlined and fit for purpose.

## General

You will:

- Ensure that in all aspects of the role you embody the aims, objectives, and core values of Mind in Bradford.
- Champion the Mind in Bradford 'Code of Conduct' to ensure that it well communicated, understood and implemented at all times both by staff, volunteers and clients.
- Ensure that the relevant colleagues and a competent understanding of, and comply with, all Mind in Bradford policies and procedures.
- take responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Governance and Equality & Diversity requirements are met and all other Company policies complied with.
- Undertake any other reasonable duties or tasks deemed necessary by the senior management team.

### Person Specification

Mind in Bradford is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges. We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>CIPD level 5 or equivalent or proven experience working in a senior HR role</li> </ul>	<ul style="list-style-type: none"> <li>Formal management or leadership qualification.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Previous experience of working as standalone HR Generalist.</li> <li>Experience in leading on different HR projects.</li> <li>Strong working knowledge of employment law issues, best practice for HR processes and employee relations.</li> <li>Experience in developing and implementing organisational change, with impact.</li> <li>Experience of leading on purposeful EDI and other staff engagement activities and initiatives.</li> <li>Have previously written and delivered HR Training courses and are extremely comfortable advising / coaching / training managers on the full range of HR issues.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within an SME or third sector organisation.</li> <li>Have previous line management experience</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Strong leadership skills and experience of leading multifaceted projects.</li> <li>Excellent IT skills over a wide range of systems.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to understand and interpret MI to provide relevant and up to date information</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to create effective working policies and practices and embed them to become standard operating practice.</li> <li>• Have excellent presentation skills and the ability to influence your team and the wider business</li> </ul>	to the board / business
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Good knowledge of UK employment legislation and how to apply it within an organisational setting.</li> <li>• A robust understanding of current HR best practice through the employee lifecycle.</li> </ul>	<ul style="list-style-type: none"> <li>• A sound understanding of learning and development and experience of delivering through blended learning formats.</li> <li>• Knowledge of Health and Safety legislation and best practice.</li> </ul>
<b>ATTITUDE AND PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Personal efficiency, excellent time management skills and the ability to prioritise competing demands.</li> <li>• A strong communicator with the ability to establish positive working relationships across all levels of an organisation.</li> <li>• Able to manage diverse personalities and viewpoints.</li> <li>• Emotional intelligence and the ability to build relationships and collaborate with others is vital.</li> <li>• The ability to think 'big picture' and translate long term goals into shorter term plans</li> </ul>	

	<ul style="list-style-type: none"><li>• Diplomacy, discretion and the ability to manage sensitive information.</li></ul>	
--	--	--