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**People Partner**  
**Job Description and Personal Specification**

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<b>Job title:</b>	People Partner
<b>Hours of work:</b>	Full time: 37 hours per week
<b>Salary/Grade:</b>	MPA - Partner
<b>Reports to:</b>	Head of People Partnering
<b>Level of screening:</b>	Standard

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**Who we are**

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Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

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**Where you fit in**

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As the People Partner for Catch22 you will provide a proactive and forward-thinking HR service to the business and operate as an internal consultant, influencing, identifying, and maximising opportunities to improve people capability and performance.

You will be responsible for supporting your business areas by providing specialist coaching, support and advice that enables our business development and senior management to effectively deliver their people and business plans.

You will be responsible for giving specialist HR advice in relation to all HR policies and procedures in accordance with best practice, current and proposed employment legislation and local arrangements and support delivery of the HR Strategy and evolving partnering model.

You will develop and maintain excellent working relationships across the People Team, the operational Hubs that you support as well as the rest of the business by offering challenging and influencing at senior manager level fostering a high performance culture.

You will support the business in key areas of employee relations, development, reward, engagement, and resourcing providing key business support to services nationally.

You will provide business support to nominated business areas and provide cover to other business areas as and when needed.

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**Main Duties & Accountabilities**

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**Employee Relations**

- Lead and support the robust resolution of complex employee relations matters and issues (including tribunal responses) projects and disputes, ensuring the organisation's interests are protected and practice is consistent.
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- Act as the HR lead on change initiatives, including restructures and redundancies. Work with senior management to maximise staff engagement and achieve positive outcomes.
- Lead, plan and manage TUPE transfer projects including working with Business Development, advising on bids, building relationships with transferee / transferor organisations, advising on process, reviewing / coordinating due diligence, supporting consultation etc.
- Analyse and manage risk, ensuring good practice and organisational interests are protected.
- Empower line managers to act in accordance with legal requirements and good practice through the provision of expert guidance, training, coaching, advice, and support.
- Adopt a continuous learning approach. Ensure that lessons learned are captured, shared and acted upon.

### **Strategic Delivery**

- Provide strategic partnering advice to operational Directors and their teams, working closely with senior leadership to develop and deliver people plans that are aligned with business and people strategy.
- Support the delivery of the people strategy at hub level.
- Develop and implement plans, policies and practices to help ensure that the business manages its relationship with its employees lawfully, in a way that reflects best practice, assists the business to meet its objectives, safeguards service users and maximises staff engagement.
- Provide senior leaders with key insights using Catch22 people metrics and survey results on current people performance / engagement and future areas of development. Propose and devise plans of action in response.
- Support bid development and strategy e.g. through the development and negotiation of specific terms and conditions where appropriate and to lead any local negotiations.
- Lead, build and implement strategies to improve the culture across the operational hubs by focusing on performance management, employee engagement, recognition and retention.
- Support and embed an outstanding Catch22 employee experience across our Catch22 community.

### **Talent Management**

- Work as a facilitator of change, coaching leaders on how to manage and grow high performing teams.
- Develop, implement and monitor strategies to attract top talent and support future growth.
- Support managers to identify top talent and put development plans in place.
- Contribute to wider organisational learning plans and strategies to drive ongoing enhancements to organisational design and effectiveness.
- Propose and deliver learning activities (e.g. on HR policies) at hub and organisational level.
- Develop, implement and monitor strategies aimed at delivering a talented, motivated, flexible and valued workforce in line with our values as a unique social business.

### **Reward**

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- Contribute to the development and implementation of financial and non-financial reward strategies ensuring compensation and performance management programs are well executed and aligned with business objectives.

**Other**

- Comply with and promote Health and Safety policies and procedures.
- Ensure HR systems are utilised as strategic tools supporting business activities.
- Carry out such other relevant duties, as may be required and as are commensurate with the nature and grading of the role.

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**What does good look like for this role?**

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- Building strong relationships with key contacts across the organisation, in order to deliver timely professional HR advice
- Sound commercial acumen on the Business Plan objectives and providing advice aligned to this need
- Ability to address complex ER issues in a timely manner
- Ability to work on projects and manage multiple priorities

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**Organisational Relationships**

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- Reports to the Head of People Partnering.
- Works closely with operational management and service delivery teams nationally.
- Closely supports individual directors for nominated business areas.
- Oversees HR interventions for a key business support area.

COMPETENCY	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Level 2 English and Maths.</li> <li>• Level 7 CIPD or proven experience.</li> </ul>	
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Comprehensive and up to date knowledge of employment law and HR best practice, and the practical implications for the management of the employment relationship.</li> <li>• Excellent and up to date knowledge of TUPE regulations, processes, risks and opportunities.</li> <li>• Awareness of current developments in the HR field.</li> <li>• Understanding of organisational development processes and interventions.</li> <li>• Awareness of Health &amp; Safety practice as it relates to HR.</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Significant post qualification business partnering experience in a service delivery based / commercially orientated organisational environment.</li> <li>• Multi-site / regional and / or national experience.</li> <li>• Experience of building / managing relationships with senior stakeholders, becoming a trusted partner to the business.</li> <li>• Track record of delivery of large / complex HR projects including transformational change, organisational development, restructuring and TUPE.</li> <li>• Experience at a senior level in dealing with and resolving complex employee relations issues – both individual and structural.</li> <li>• Track record of developing HR policy that is context specific – matching HR practice to business needs.</li> <li>• Track record of designing and delivering successful HR related management training.</li> <li>• Experience of designing and delivering people plans that are aligned with business and people strategy.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience of using metrics to provide insights and drive actions.</li> <li>• Track record of integrating diversity and cultural issues into HR delivery.</li> </ul>	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Relationship management.</li> <li>• Commercial approach.</li> <li>• Strong customer focus.</li> <li>• Able to connect with and influence operational and senior managers.</li> <li>• Effective at conflict management and resolution.</li> <li>• Excellent problem-solving skills.</li> <li>• Ability to work independently, with minimal supervision.</li> <li>• Proactive, prepared to seek out solutions.</li> <li>• Ability to translate business needs and issues into practical plans and programmes.</li> <li>• Risk management.</li> <li>• Adaptable and flexible approach.</li> <li>• Can effectively manage volume and conflicting priorities.</li> <li>• Analyse data.</li> <li>• Report writing.</li> </ul>	
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Understanding of and commitment to Catch22's vision.</li> <li>• Share Catch22's values.</li> <li>• Awareness of and commitment to equality, diversity and inclusion.</li> <li>• Willing to travel nationally and work flexibly.</li> <li>• Desire to personally develop and undertake training.</li> </ul>	