

## People Change Partner Job Description and Personal Specification

<b>Job title:</b>	People Change Partner
<b>Place of work:</b>	Hybrid with monthly travel to both Kent/London offices
<b>Hours of work:</b>	Full time: 37 hours per week (6 month fixed term contract)
<b>Salary/Grade:</b>	£50,000
<b>Reports to:</b>	Director of People Services
<b>Level of screening:</b>	Standard

### Who we are

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.

### Where you fit in

As the People Change 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 and playing a pivotal role in driving and managing the full spectrum of change management activities that impact employees across Catch22. This role requires a deep understanding of organisational change management principles, excellent communication skills, and the ability to build strong relationships at all levels of the organisation.

This role is crucial in ensuring that changes are implemented smoothly and effectively, with minimal disruption to employees and operations.

The People Change Partner will work closely with senior leaders, managers, and employees to develop and execute change strategies that align with Catch22's strategic objectives within the business development portfolio.

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

In addition to the above, as and when required you will be responsible for giving specialist HR advice in relation to HR policies and procedures in accordance with best practice, current and proposed employment legislation and local arrangements and support delivery of the People Strategy and evolving partnering model.

You will be responsible for conducting impact analyses, assessing change readiness, and designing tailored interventions to support the workforce through transitions. We are working to build a culture of performance and accountability, and this means that the People Change Partner will role model adaptability and continuous improvement, helping Catch22 navigate the complexities of organisational change. We want our employees to be engaged, informed, and equipped to embrace new ways of working.

You will support leadership to make these changes, and use your experience and insights to improve templates, processes and guidance.

You will develop and maintain excellent working relationships across the People Team, the operational Hubs as well as the rest of the business by constructively 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 predominately provide business support in relation to change management activities and where required provide cover for other People Partners business areas as and when needed in a generalist capacity.

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## **Main Duties & Accountabilities**

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### **Strategic Delivery**

- Provide strategic partnering advice to operational Directors and their teams, working closely with senior leadership to develop and deliver change management that is aligned with business and people strategy.
- Develop and implement plans, and practices to help ensure that the business manages its relationship and change management programmes 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.
- 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.
- Support and embed an outstanding Catch22 employee experience across our Catch22 community.

### **Change Management Planning and Execution**

- Provide business support to organisational bids, designing new services on the best target operating model for these services and the wider support that sits around them.
- Ensure all systems and processes that are designed promote a positive one Catch22 culture and there is the capacity for teams to participate in organisational life actively.
- Work as a facilitator of change, coaching leaders on how to manage change and grow high performing teams.
- Develop, agree, and deliver comprehensive change management plans that address the people aspects of organisational change.
- Conduct impact analyses, assess change readiness, and identify key stakeholders.
- Design and deliver training programmes and workshops to support change initiatives.
- Monitor and evaluate the effectiveness of change initiatives and make necessary adjustments.
- Adopt a continuous learning approach. Ensure that lessons learned are captured, shared and acted upon.

### **Employee Relations**

- 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.
- As and when required support the People Partnering team with 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.

### **Stakeholder Collaboration and Support**

- Collaborate with senior leaders and stakeholders to understand the impact of changes and ensure alignment with organisational vision and values and corporate objectives.
- Coach senior leaders and managers on role-modelling and behaviours when sponsoring / leading transformation programmes
- Communicate effectively with all levels of the organisation to ensure understanding and buy-in for change initiatives.
- Work and collaborate effectively with internal and external stakeholders, People Teams, transferee/transferor organisations to ensure the smooth transition of change programmes.

### **Risk Management and Continuous Improvement**

- Identify and mitigate risks associated with change management activities.
- Role model approaches to continuous improvement and adaptability within the organisation.

### **Alignment & Engagement**

- Ensure that change management activities are aligned with the strategic objectives of Catch22.
- Achieve high levels of employee engagement and acceptance of change initiatives.

### **Project Delivery, Compliance and Reporting**

- Deliver change projects on time, within scope, and within budget.
- Maintain clear and consistent communication with all stakeholders.
- Provide regular updates and reports on the progress and impact of change programmes.
- Ensure compliance with all relevant policies, procedures, and regulations.

### **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 in relation to change programmes
- Sound commercial acumen on the Business development objectives and providing advice aligned to the service needs
- Ability to address complex ER issues in a timely manner
- Ability to work on change management projects and manage multiple priorities

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### **Organisational Relationships**

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- Reports to the Director of People services.
- Works closely with Head of People partnering, people partners, wider people team, business development team, operational management and service delivery teams nationally.
- Closely supports individual directors for nominated change programmes.
- Oversees HR interventions for all areas of change programmes supported by them..

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>	<ul style="list-style-type: none"> <li>• Change management certification – APMG Change Management Practitioner is highly desirable.</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>• Strong understanding of change management principles, methodologies, and tools. Awareness of current developments in the HR field.</li> <li>• Understanding of organisational development processes and interventions.</li> <li>• Ability to constructively manage resistance to change and gain support whilst remaining resolute regarding organisational improvement priorities when challenged.</li> <li>• Ability to work collaboratively with services, understanding their workforce needs and translating these into strategies and delivery plans with measurable impact.</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 change management 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 in/out of services.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience at a senior level in dealing with and resolving complex employee relations issues – both individual and structural.</li> <li>• Track record of designing and delivering successful HR/change management related training.</li> <li>• Able to interpret terms and conditions and carry out due diligence in line with legal/local agreements.</li> <li>• Ability to manage multiple priorities and work under pressure - with the ability to deliver against competing priorities and demanding deadlines on change management programmes.</li> <li>• Proficiency in creating and using change management plans.</li> <li>• Ability to communicate complex data findings in a clear and impactful manner to stakeholders at all levels.</li> <li>• Experience of using metrics to provide infights and drive actions.</li> <li>• Track record of integrating diversity and cultural issues into HR delivery.</li> <li>• Experience of working with Trade Unions/employee representatives</li> <li>• Harmonisation of employee terms and conditions</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>• Strong problem-solving and analytical skills.</li> <li>• Ability to work independently, with minimal supervision.</li> <li>• Proactive, prepared to seek out solutions.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to translate business needs and issues into practical plans and programmes.</li> <li>• Risk management.</li> <li>• Excellent communication and interpersonal skills and able to deliver messages with compassion as and when required.</li> <li>• Ability to influence and build relationships at all levels of the organisation.</li> <li>• Adaptable and flexible approach.</li> <li>• Can effectively manage volume and conflicting priorities.</li> <li>• Report writing.</li> <li>• Support and coach members of the people team</li> <li>• Able to address difficult issues where necessary confidently and assertively, diagnosing problems and achieving satisfactory resolutions.</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>	