

## Director of People Services (People and Process)

### Job Description and Personal Specification

<b>Job title:</b>	Director of People Services (People and Process)
<b>Place of work:</b>	Hybrid (with national travel)
<b>Hours of work:</b>	37 hours per week
<b>Salary/Grade:</b>	Director – Organisational Leader
<b>Reports to:</b>	Chief People Officer
<b>Level of screening:</b>	Basic

### Who we are



Catch22 is a social business that designs and delivers services that build resilience and aspiration in people and communities. We believe that people can thrive when they have a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

All Catch22 services deliver at least one (and often all three) of these outcomes.

If you share our values and commitment to transforming people's lives, get in touch!

### Where you fit in

#### The Catch22's Corporate Hub

The Catch22 Corporate Services Hub has over 100 colleagues working collaboratively to provide efficient, effective, and innovative support systems to empower Catch22 to thrive and maximise its positive impact on society. Our corporate colleagues work across Finance, Communications & Marketing, HR, Governance & Risk and Workplace, providing expert guidance and tools to enable our people to make smarter decisions and lead to greater outcomes in transforming lives and communities.

The People team works to create, shape, and deliver people strategies that help Catch22 meet its people goals. The team works across the employee life cycle, bringing to life Catch22's overarching people vision of making the organisation a great place to work. The team delivers specialist services providing advice, coaching and support, on recruitment and onboarding, engagement, performance management, talent development, pay and benefits, learning and development, employee relations, health and wellbeing, diversity, and inclusion and day-to-day admin and transactional support.

### Organisational Key Accountability

Organisational leader Accountability tag: As the Director of People Services, you will be responsible for defining strategy, and ensuring all the organisational HR processes are safe, legal, and delivered in a timely manner. You will look to see where process improvements can be made, develop and train others and ensure the Catch22 people offer continuously evolves and remains fit for purpose.

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## **Main Duties & Accountabilities**

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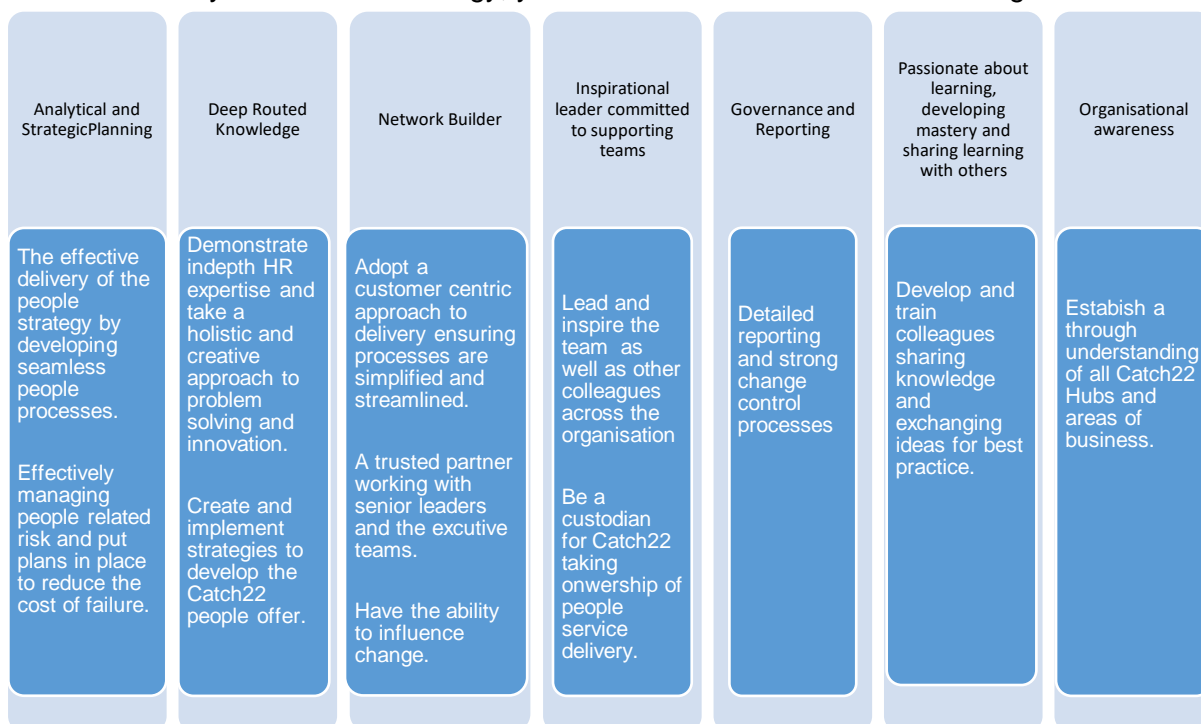
As Catch22 People Services Director you will have overall responsibility for leading the People team's operational delivery in the following critical areas:

- People and payroll processing
- People partnering
- People information system

Your work will involve:

- Leading the HR systems, Business Partners and the people and payroll transactions teams. Overseeing the strategy, progression and development of each of these areas.
- Use data, insights and dashboards to provide organisational leaders with patterns, learning and trends related to your teams work.
- Gaining in depth understanding of Catch22 and make recommendations on how the teams can improve the HR process to meet business need.
- Maintaining positive employee relations with managers, staff, unions, and other external contacts creating strategies for the HR business partnering teams to promote effective communication between managers and their teams.
- Work collaboratively with the Director of Employee Experience to set the annual pay strategy and put recommendations forward for annual pay reviews. Ensuring this is aligned with the benefits strategy and keeps the organisation safe and legal.
- Work collaboratively with organisational leaders and operational teams to develop effective people solutions and ensure every Hub area has a people plan.
- Be an expert on ER, TUPE and change management, to ensure the Partnering teams are effectively managing risk and providing learning insights.
- Engaging the wider organisation, providing critical information on the people processes and any future advancements.

To successfully execute this strategy, you will need to deliver on the following areas:



#### **Analytical and Strategic Planning:**

- You will be data driven, using the insights from the people metrics to create strategies for improving processes and ensuring the service provided by the people team aligns with organisational need.

#### **Deep routed knowledge:**

- As an experienced people leader, with outstanding generalist HR experience you will be expected to have the ability to effectively manage HR risks and identify opportunities to develop Catch22 people offer.
- You will use your knowledge and experience to create strategies and frameworks to support with complex employee relations matters, ensuring that managers are equipped with high-quality employee relations advice through development of competent HR professionals and systems to enable a positive employee relations culture to develop.
- You will ensure compliance with employment laws and regulations across all areas of people operations.
- You will also work collaboratively with the Director of Finance and the Director of Employee Experience to set and implement the annual pay review. Ensuring that the pay awards are both sustainable and align with our employee experience. You will use your knowledge and expertise to lead the RemCom process and review any out of cycle pay increase requests.

### **Networker Builder**

- Working closely with the Chief Operating group and our Catch22 strategic leads, you will be the linchpin for ensuring that our people processes are aligned with operational delivery, and you will be expected to demonstrate continuous collaboration with other parts of Catch22 and source mechanisms to maintain effective communication around progress, developments, and trends.
- You will be expected to build effective networks both internally and externally, creating opportunities to continuously learn and develop about new people trends on the horizon and how they can be linked to Catch22.

### **Commercial awareness:**

- You will develop a deep rooted understanding of Catch22 and the business environments that it operates. To provide applicable and sound advice across all our business areas. You will lead on the strategy and approach to effectively managing TUPE and other change, Ensuring the organisation has the systems in place to seamlessly onboard and exit staff from the organisation.
- You will work to reduce the cost of failure and demonstrate efficiencies, through the provision of timely advice and guidance that mitigates risk for the organisation.

### **Governance and reporting:**

- You will play a central role in monitoring and ensuring all the statutory obligations in relation to Catch22 people are being met. Your role will be to track issues, identify trends and ensure timely outcomes are received.
- This will also involve, overseeing and updating policies in accordance with statutory guidelines ensuring managers remain up to speed on key legislative changes and what they need to do to maintain compliance.
- Collaborating with other organisational leaders, you will establish effective governance of performance KPIs and monitor compliance and performance to these standards. You will have an active role in working with senior leaders where compliance is not being met and work collaboratively to resolve ongoing risks, issues, and concerns.
- You will develop an audit framework and policy to ensure a consistent and robust approach to the documentation and reporting requirements for the audit programme. Providing regular reports to the trustees and leadership teams around their performance.

### **Passionate about learning, developing mastery and sharing learning with others:**

- A key part of your role will involve developing the capability of key stakeholders across the organisation by sharing knowledge and lessons learned. You will work closely with corporate team members and senior managers ensuring they increase knowledge and awareness of how to effectively manage people processes and maintain compliance particularly around areas such as DBS, performance management, and training and development.

- You will use your expertise to coach and mentor leaders, providing guidance on organisational structures, internal effectiveness, and managing change programmes.
- You will embed a culture of continuous reflective practice, driving a culture of improvement sharing knowledge with teams and colleagues across Catch22.

**Inspirational leader committed to supporting teams:**

- As an organisational leader you will use your exceptional communication and leadership skills to inspire, influence, and build trust at all levels of the organisation. Championing strong leadership skills to motivate and develop the team and set targets to ensure maximum effectiveness and productivity.
- You will continuously demonstrate your commitment to supporting your teams and colleagues across corporate services to drive the organisation forward.
- As part of your day-to-day activities, you will encourage a culture of open communication where all voices are heard and considered. Delegate authority and responsibility empowering others to make decisions and take ownership. Creating opportunities for growth and progression.
- Catch22 has a commitment to championing an inclusive culture across the organisation. You will role model this ambition by developing inclusive practices and encouraging a positive organisational culture to maintain Catch22 as a great place to work.

**Organisational awareness:**

- As a custodian of Catch22, you will be expected to actively collaborate with colleagues and services both virtually and in person to establish a good understanding of all Catch22 hubs. You will use your knowledge and expertise to effectively navigate formal and informal communication channels and align your work with Catch22 strategic objectives and values.

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

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- A motivational leader, with the ability to inspire and motivate both direct reports and the wider organisation.
- Ability to adapt HR practice to the growing needs of the organisation.
- Uses initiative to create new ideas and bring people together.
- Evidence of excellent stakeholder management, and creating frameworks
- Progressing the Catch22 people strategy ensuring there is awareness of the direction of travel for attracting, developing and retaining good people and making Catch22 a great place to work.
- An analytical and data driven HR leader, who can use the evidence and insights to drive and inform best practice.
- An inclusive leader with the credibility and intellectual capacity to gain immediate respect with the leadership team and stakeholders.

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**Organisational Relationships**

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You will report directly to the Chief People Officer and will work with colleagues across the organisational leadership teams advising on people related issues. You will also

build good relationships across operations and corporate as well as providing updates to the committee and the board of Trustees.

You will also work collaboratively with the wider people team and colleagues in Corporate to support and deliver strategy and plans. Ensuring ideas and plans are consistent wherever possible with the wider Catch22 group.

<b>CATCH22 VALUES</b>	
	<b>WE'RE COMPASSIONATE:</b> We care about people – supporting them to move forward.
	<b>WE EMPOWER OTHERS:</b> We give people the knowledge, skills and opportunities to thrive.
	<b>WE'RE COLLABORATIVE:</b> We do things with people, not to them.
	<b>WE'RE CURIOUS:</b> We explore, innovate and challenge to improve what we do.

<b>Director People Services : Person Specification</b>			
<b>COMPETENCY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<p>CIPD qualified, with a true generalist background spanning people operation, business partnering, talent acquisition, and HR administration.</p> <p>Extensive experience in a Human Resources Business Partner capacity</p> <p>Professional qualification in Human Resource Management</p>	Chartered/ Fellow	
<b>KNOWLEDGE</b>	<p>Knowledge of working within a large and complex organisation and working in a unionised environment.</p> <p>Knowledge of setting and implementing HR processes and plans.</p> <p>Expert knowledge of cultural change and leadership development tools and techniques and their application to change management.</p>		
<b>EXPERIENCE</b>	<p>Demonstrable success in delivering change and performance with and through management teams, by engaging them in the strategic direction and delivery plans, establishing clear work priorities with them, delegating effectively.</p> <p>Experience of dealing with complex employee relations matters including TUPE and other change management processes.</p> <p>Experience of creating and executing organisational wide ideas practice.</p>		

	<p>Experience of leading, motivating and inspiring a team.</p> <p>Experience of financial management, monitoring and control and evaluating competing budget demands</p> <p>Strong internal and external customer service focus</p> <p>The ability to manage multiple priorities simultaneously.</p>		
<b>SKILLS &amp; ABILITIES</b>	<p>Passionate about people, developing culture, and building careers, with a deep understanding of the Digital/Technology/Design talent landscape.</p>		<p>Passionate about enhancing our people's Catch 22 experience within charity sector HR people benchmark. Scanning external horizon for new employee experience opportunities &amp; then adapting data /insights in alignment with our people planning strategies &amp; cultural OD goals.</p>
<b>OTHER</b>	<p>Share Catch22 values</p> <p>Awareness of and commitment to Equality &amp; Diversity</p> <p>Willing to travel and work flexibly</p> <p>Desire to develop and undertake training as required</p>		