**Information for Applicants**

**DIRECTOR OF PEOPLE**

**Hours:** Part-time –hours negotiable up to 21 hours per week

**Contract:** Permanent Contract

**Starting salary:** £41,576 - £44,536 per annum pro rata 37 hours per week (negotiable depending upon experience)

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place

**DBS Check Required:**  **Not required**

**Closing date: Friday 2nd July 2021 at 12 noon**

**Interview date: Week commencing 12th July 2021**

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form.

**Applicants are encouraged to please also attach a CV to their submitted application form.**  
For further information about this post please contact Alan Hopley CEO [alan.hopley@voluntarynorfolk.org.uk](mailto:alan.hopley@voluntarynorfolk.org.uk)

**Please return completed applications to:**

Julia Creusson, Head of Resources and Facilities, St. Clements House, 2-16 Colegate, Norwich NR3 1BQ

Or by email to: [hr@voluntarynorfolk.org.uk](mailto:hr@voluntarynorfolk.org.uk)

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

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**An Introduction to Voluntary Norfolk**

**Our Vision**

*Connected, resilient and compassionate communities*

*where people work together to improve lives*

**Our Mission**

* *To enable local people and communities to thrive and reach their potential*
* *To deliver innovative solutions through effective partnerships*
* *To ensure the voices of volunteers and voluntary organisations are represented*

Voluntary Norfolk was started in 1969 as the Norwich Organisation of Active Help (NOAH), a service to match volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services which improve the health, wellbeing, connections, skills and employability of thousands of people in Norfolk each year.

Support for the Voluntary Sector

We help over 300 grass-roots organisations find the volunteers they need to deliver their services and activities and we support over 2,000 volunteers to find volunteering opportunities, helping them develop skills, knowledge and to make connections in their community. We offer information, training, advice and support to voluntary groups and we have a specialist support service, Momentum, for groups working with young people. We are a voice for the VCSE (Voluntary, Community and Social Enterprise) sector, promoting the activities and impact of charities and community organisations while raising awareness of wider issues affecting our sector.

Volunteer Services

We deliver and develop volunteer services for Clinical Commissioning Groups, Norfolk County Council and other health and social care providers to help address social and healthcare challenges including an ageing population and physical, digital and social isolation. We directly recruit and manage over 700 volunteers who undertake a variety of roles in healthcare and community settings, helping people manage long-term health conditions, providing a support role to healthcare professionals and transporting people to and from hospital appointments. Most recently we have been working with Norfolk County Council to recruit and deploy volunteers to support people who are isolating due to Covid-19.

Health & Social Care Services

Voluntary Norfolk delivers and manages health and social care services in partnership with community and voluntary groups and public and health care bodies. We are a delivery partner in the Carers Matter Norfolk service, a partnership funded by Norfolk County Council to provide tailored support services to meet the individual needs of Norfolk’s 100,000 unpaid adult carers. We also are lead partner in the Young Carers & Families Service, supporting young carers. We lead the Better Together service which addresses the impacts of loneliness and social isolation. We manage Norwich’s SOS Bus which looks after the health, wellbeing and safety of people visiting Norwich’s pubs and clubs on Fridays and Saturday nights.

Community Development

In partnership with community and public sector organisations, we work with local residents to improve their health, wellbeing and employability, harnessing their strengths, skills, interests and passions. In 2019 we were awarded funding to lead a 4 year partnership in Great Yarmouth, *Freshly Greated,* which aims to increase engagement with the arts among groups of people who are currently least likely to get involved as either audiences or creators.

Employment & Skills

Our Employment & Skills Team support those who are furthest from employment, helping them make the most of their skills and strengths and to take advantage of employment, volunteering and training opportunities. They offer 1-2-1 mentoring, training, volunteering and work placements, as well as support and advice around confidence, skills development and benefits.

CBR Business Solutions

CBR Business Solutions is the trading arm of Voluntary Norfolk, providing HR services, DBS checks and Payroll services to over 200 charities and businesses across the country. Operating profits from CBR Business Solutions provide a vital source of unrestricted income for Voluntary Norfolk helping us carry out our work supporting people and communities across Norfolk.

We employ over 100, mainly part-time, members of staff, working in locations across Norfolk.

Our turnover is in excess of £3million per annum with funding coming from public sector, health and statutory bodies, from grants, membership fees and from our traded services.

Voluntary Norfolk is a Registered Charity (number 1112017) and a Company Limited by Guarantee (number 5616120).

We have an elected Board of Trustees and our Chair of Trustees is John Archibald.

Our headquarters are located at St Clements House, 2-16 Colegate, Norwich, NR3 1BQ. www.voluntarynorfolk.org.uk Facebook @volnorfolk Twitter @vol\_norfolk

Update at November 2020: Covid-19 has inevitably impacted on our services and the way we deliver them. In the most part, services have continued as much as possible, but delivered online and remotely, instead of face to face.

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**Voluntary Norfolk**

**Job Description**

**Title: Director of People**

**Reporting to:**  **CEO**

**Main Relationships:** CEO, Director of Operations, Infrastructure and Finance, Head of   
 Resources and Facilities and other members of the Senior   
 Management Team, Leathes Prior for Employment Law Support, All   
 Staff of Voluntary Norfolk and Board of Trustees.

**Director Reports:** The Head of Resources and Facilities

**Main Purpose of the Job**

* To be a key member of the Senior Management Team contributing to the generation of growth and sustainability and assist the organisation in achieving its vision, mission and values.
* To provide outstanding leadership to drive high performance and flexibility across the organisation to ensure an agile and motivated workforce ready to respond effectively to the demands of multiple contracts, services and client needs.
* Delivering transformational HR to proactively define and support the delivery of the organisations strategic goals by increasing the scope, value and achievements across all our HR activities to lead on the development and wellbeing of the workforce.
* To Develop and implement a new People Strategy for Voluntary Norfolk to include:  
  + - Talent attraction
    - Equality, diversity and inclusion
    - On-boarding and induction
    - Learning and development
    - Pay and reward
    - Performance development
    - Wellbeing
    - Supporting internal communications to staff and volunteers.
* Creating and leading on the framework, business and work plans to identify and develop the new People Strategy to support Voluntary Norfolk’s overall ambitions, strategy and purpose.
* Ensure transactional processes work efficiently and securing the buy in for change from senior management and across the whole workforce. The aim being to transform HR Management into a force that can support Voluntary Norfolk to reach its charitable and business objectives and instil those objectives across the workforce, thus creating value for the organisation as a whole.
* Support the promotion of Voluntary Norfolk and our services through the development of appropriate human resource information systems, processes, data and reporting tools to measure and report the impact and value we deliver within our People Strategy.
* Use operational, financial and people insights and data to influence and shape the People Strategy.
* To support the volunteer workforce, including volunteer inductions and training within the new People Strategy.
* Deputizing for the CEO when required.  
    
    
  **Main Tasks**:

1. To ensure effective workforce deployment and flexibility to respond to existing contracted services finishing and new services being mobilised across a diverse and multi-site organisation.
2. To ensure that in line with current legislation our HR policies and procedures are up to date and relevant, understood and implemented and reviewed on a regular basis in conjunction with the Head of Resources and Facilities.
3. To respond to changing service and performance requirements and identify skills gaps and training needs to improve quality and performance, including supporting the need for accreditation, mandatory training and recognised quality assurance standards across our services.
4. To deliver a robust training strategy for the whole organisation and source or develop and deliver relevant training courses that link back to individual and organisational performance development plans including the use of e-learning.
5. To review and revise Voluntary Norfolk’s appraisal and performance development process across the whole organisation. Together with the job evaluation and reward structure to support the People Strategy.
6. To review and revise the induction process of new staff across the organisation and implement the actions and initiatives as detailed within the People Strategy and workforce development plans.
7. To oversee a fully functioning HR department working with the Head of Resources and Facilities and relevant staff to develop and deliver efficient HR transactional processes and procedures
8. To provide emergency back-up cover for the Head of Resources and Facilities for the production of the Voluntary Norfolk’s staff payroll and urgent transactional HR as required.
9. To develop provide and interpret multiple sources of data by the development of appropriate HR resource information systems to provide business insight, analysis and understanding of where value is created and lost and to report the impact and value we deliver within our new People Strategy.
10. To provide professional HR advice to all managers on HR issues and to be able to lead and advise of investigations, grievances, TUPE situations including complex HR and ER cases.
11. To ensure a high level of professional knowledge and ensure up to date knowledge of employment legislation and best practice. Voluntary Norfolk uses Leathes Prior for Employment Law advice.
12. To be accountable for the financial performance of the People/HR function.
13. To be part of a mutually supportive professional cohort with the CIPD qualified HR Consultants within CBR Business Solutions.
14. Provide Support and professional advice to the Board and the CEO on all HR matters including management of key risks relating to HR including legal risks.
15. To be an additional signature for banking arrangements, invoices and CBR Business Solutions outsourced payrolls.

Please note that this list isn’t exhaustive and the role might change slightly from time to time.

**All Voluntary Norfolk post holders are responsible for**

* Working to the policies of Voluntary Norfolk
* Promoting equal opportunities and respecting diversity within all aspects of their work.
* Complying with Health & Safety Regulations

PERSON SEPCIFICATION

(Essential/Desirable)

The person appointed to this post would normally be expected to meet the following

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| **Qualifications and Experience**   |  |  | | --- | --- | | **Essential** |  | | * Degree standard of education | **E** | | * An HR professional qualification – preferably CIPD Level 7 or equivalent   experience | **E** | | * Minimum of 3 years’ experience at a senior management level both at a   strategic and delivery level within a Senior HR role | **E** | | * Track record or developing, embedding and leading on people focused strategies to deliver organisational objectives | **E** | | * Experience of working alongside and interfacing with Senior Management on a day-to-day basis | **E** | | * Demonstrable strong leadership qualities | **E** | | * Excellent verbal and written communication skills including an eye for detail as well as tact | **E** | | * Experience in change management and an ability to collaborate and build trust amongst colleagues at all levels | **E** | | * Financially literate with a positive approach to making the most effective use   of resources | **E** | | * Experience in project management and complex ER and HR investigations | **E** | | * Experience in training of staff and devising tailored L&S strategies | **E** | | * Excellent up to date knowledge of UK employment legislation | **E** | | * Excellent working knowledge of Microsoft Office applications particularly Word, Excel and PowerPoint | **E** | | **Desirable** |  | | * Experience of working within the voluntary/not for profit sector | **D** | | * Experience of organisation development including growth | **D** | | * Experience of organisation design | **D** | | * Experience of developing pay and reward strategies | **D** | | * Experience of working with HR management systems | **D** | | * Experience of developing and delivering e-learning strategies | **D** | | * Good working knowledge of data protection regulations/GDPR | **D** | |
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| **Attributes**   |  |  | | --- | --- | | * A commitment to working to achieve the overall aims of Voluntary Norfolk | **E** | | * Able to demonstrate understanding of and consistently work to the values of Voluntary Norfolk | **E** | | * A person centred approach to organisational management | **E** | | * Creative thinker and emotionally intelligent | **E** | | * Commitment to the value of professional development, supervision and appraisal of all staff | **E** | | * A willingness to keep up to date with developments in Human Resources and undertake continuing professional development | **E** |   **Other Requirements**   |  |  | | --- | --- | | * A full driving licence and access to a car |  | |