



JOB PROFILE

Job Title: Human Resources and Organisational Development Manager
Salary: Band C - £45,000 to £60,000
Contract: Full Time - Permanent
Hours: 35
Location: London (Office based)
Reporting to: Director of Operations
Direct Reports: HR Advisor

Main purpose of position

Reporting to the Director of Operations this role will be responsible for providing a comprehensive HR service to staff, managers and volunteers at Children with Cancer UK, developing and implementing the organisations cultural values and defining and implementing organisational development (OD) and learning and development (L&D) strategies, plans and policies which are aligned with and facilitate the delivery of the organisation's Strategic Plan.

The Human Resources and Organisational Development Manager is responsible for ensuring that Children with Cancer UK is provided with the people resources that are necessary for its success. This involves the development and implementation of a talent management strategy to ensure the recruitment, retention, learning and development and motivation of appropriate numbers of skilled staff.

The role will also lead on the development of organisational culture, values, employee engagement and all aspects of organisational change and development, linking these to and improving and developing the existing performance management system and have responsibility to ensure the organisation is compliant with all relevant legislation.

Our Vision

Our vision is of a world where no child dies of cancer.

Since we were inaugurated in 1988, we have been dedicated to fighting the injustice of cancer in children. We raise and invest money for vital specialist research to save the life of every child with cancer and keep their family together.

By liberating visionary researchers and accelerating breakthroughs we have helped to drive childhood cancer survival rates up from 63.7% in 1990 to a predicted 84%* in 2017.

We also support families whose lives have been turned upside down by:

- helping to fund the building of free patient and family homes near hospitals around the UK;
- supporting charities offering financial assistance to families during treatment;
- giving children and families unforgettable days out – creating memories that can never be lost.

* Survival rates are based on 5 year survival. The 84% figure for 2017 is an estimated figure by the Office of National Statistics, exact figures will be known in 2023.

Children with Cancer UK (the Charity) is the leading national children's charity dedicated to the fight against childhood cancer. Our aims are to determine the causes, find cures, improve treatments and provide care for children with cancer.

KEY RESPONSIBILITIES

Lead the development and implementation of;

- A Talent Management Strategy that will meet the needs and operational context of the Charity and drive retention & high performance
- A Cultural programme, with focus on behaviours, values and continuous improvement through L&D enabling the achievement of objectives and organisational change
- A staff performance management system that delivers against agreed performance measures and ensures the integration and embedding of effective objective setting, personal development planning and performance management.
- The Development of PeopleHR (or equivalent system) to support learning, objective setting and development planning, embedding its use within the existing management structure.
- A Risk management Strategy that incorporates ensuring the organisation is GDPR and safeguarding compliant

Talent Acquisition– support the building of high-performance teams across the business:

- Liaise with Heads of Departments and managers in order to understand their strategic and operational plans and support them in clarifying their human resourcing requirements, developing a consistent, modern hiring process that supports managers to get the right people with the right skills and values
- Agree and implement a talent strategy that delivers effective, modern, and consistent hiring, performance management, and learning and development, to be adopted across the business
- Succession plan for key roles when required and ensure that where possible internal staff are given the best possible chance of career progression
- Develop relationships with a range of advertising agencies, recruitment agencies and where required Head-hunters to ensure that the best value recruitment tool is used for to recruit external staff

Learning and Development – support the career development and progression of the Charity's staff:

- Develop and implement an organisation-wide Learning & Development strategy and program that will ensure that staff are equipped with the skills and knowledge necessary for full performance in their roles
- Work with managers and staff to develop training and career development plans for staff
- Develop and implement cost-effective and innovative strategies to meet staff L&D needs (including on-the-job learning, peer learning, coaching initiatives, action learning groups, on-line learning)

Culture and Performance – making Children with Cancer UK an amazing place to work:

- Develop the Charity's Culture and Values strategy
- Alongside the Senior Leadership Team, take ownership for embedding the culture, ensuring employees consistently activate their culture and live it through their behaviours and values
- Employee journey mapping to deliver amazing engagement from hiring to induction through to development and meeting of career goals
- Refresh and develop the performance management process which reinforces values and behaviours that support the business' commercial and societal goals
- Manage the Charity's pay strategy to ensure the organisation is a competitive employer in terms of pay, rewards, and benefits. Regularly review pay framework and benefits package to improve recruitment and retention

Leading HR – providing a solid foundation of HR support for the business:

- Provide comprehensive HR advice and support to all employees across key HR issues such as holiday, benefits and payroll, as well as performance management and disciplinary procedures
- Review policies to ensure all are necessary, concise and clearly understood by employees and managers
- Adopt simple employee feedback tools, e.g. staff surveys, and ensure that feedback is acted on and used to improve teams
- Ensure employees have clear channels of support from the business if they have any problems; to include HR support and escalations/whistle-blowing processes
- Set up and support cross-functional teams to support the business in areas such as diversity and inclusion and environment
- Specify reports and analyse data to ensure our approach is fair and inclusive, e.g. gender pay gap reporting and equal opportunities monitoring
- Gather data and analyse key HR metrics in order to understand the root causes of any problems (e.g. gender equity & diversity) and to identify any opportunities

Risk Management – Ensure Children with Cancer UK is protected and a safe place to work:

- Ensure that potential risks associated with the organisation's employment of staff are identified & mitigated; including safeguarding strategies, data protection, compliance with HR legislation
- Support the wider business by managing the company's compliance with key certification such as GDPR
- Ensure policies, procedures & other documentation is consistent with legislation
- Conduct regular reviews of the effectiveness of safeguarding systems and policies and procedures, including the use of volunteers.
- Support managers in conducting risk assessments at the outset of new campaigns and project areas to ensure that all risks (including safeguarding) have been understood.

Staff Management:

- Manage the daily workload of the Charity's HR staff team
- Set and manage the team budget in conjunction with the Director of Operations

PERSON SPECIFICATION

Experience and Skills

Criteria	Essential	Desirable	How Assessed
Skills / Ability	<ul style="list-style-type: none">• Technical knowledge and experience in up-to-date good practice in talent management, recruitment, performance management, employee engagement & motivation• Good knowledge of UK employment laws• Knowledge and practical skills in facilitation and implementation of workplace learning; understanding of good practice in adult learning• Experience and proven ability to act as an HR Business Partner / Consultant to internal or external customers• Highly organised and able to manage a broad portfolio of activities• Computer skills in MS Word, Excel, PowerPoint• Strategic thinking, planning and analysis skills, with the ability to develop creative solutions to support the management of change• Experience of leading, managing and motivating others and driving change.• Creativity and imagination in seeing new approaches, painting the vision, overcoming obstacles and showing that ambitious goals can be achieved.	<ul style="list-style-type: none">• Experience of PeopleHR (or equivalent system)• Excellent judgement and analysis with the ability to broker solutions to complex problems• Able to influence and build effective relationships with key, senior stakeholders including the Executive Team	Application and interview

Knowledge	<ul style="list-style-type: none"> • Experience of developing a high performing team with multiple direct reports • Experience of delivering organisational change and transformation • Experience in leading an effective, integrated cultural improvement programme • Extensive, highly developed specialist knowledge in HR, OD, L&D and GDPR • Extensive senior management experience in a complex delivery environment demonstrating delivery of change and operational planning • Considerable experience in the design and delivery of organisation wide change management programmes • Significant Leadership and management experience working with executive and senior management teams in complex environments • Experience of policy development and implementation 		Application and interview
Qualifications and Experience	<ul style="list-style-type: none"> • Educated to degree level/ MCIPD or equivalent experience • 5 - 10 years' experience in a busy HR department • At least 3 years of the above at managerial level 	<ul style="list-style-type: none"> • Either professional membership of Chartered Institute of Personnel & Development or other certificating body or post graduate qualification in Human Resource Management 	Application

Disposition / Personal qualities	<ul style="list-style-type: none"> • Able to work independently under your own initiative as well able to maintain your own personal development in this area, in keeping up with service management innovations. • Able to persuade, challenge and influence when needed • Adaptable and flexible. • Service and Goal oriented. • Attentive to detail. • Self-motivated. • Responsible patient and trustworthy. • Good people skills. • 'Can do' attitude, bright, energetic and having a sense of humour! 		Interview
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This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and this job description may, therefore be amended in consultation with the post holder.