

JOB DESCRIPTION

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| Job Title: | Senior People Partner |
| Service / Department: | People Services |
| Reports To: | Head of People Services |
| Responsible For: | People Partner x 2 |
| DBS Check: | N/A |

Job Purpose:

At Salvation Army Homes, we are dedicated to providing safe, good quality housing, support and resettlement services that reflect our Christian ethos, our commitment to social justice and our belief in the dignity and potential of every person.

The Senior People Partner plays a key strategic role in enabling this mission by partnering with leaders, managers and colleagues to build strong organisational and people capability.

This includes shaping and delivering people strategies, improving the employee experience, strengthening leadership capability, championing equality, diversity and inclusion, embedding trauma informed practice and values-aligned ways of working across the workforce.

The Senior People Partner will lead the team of People Partners to apply their expert knowledge and experience of employee relations to build a stable, healthy, high-performing and compassionate culture that enables the organisation to deliver its mission and manage risk appropriately.

Main Duties and Responsibilities:

- To contribute to the design and delivery of organisation-wide people and organisational development strategies that support of the organisations strategic goals and promote positive, inclusive, trauma-informed culture.
- To support the Head of People Services to deliver the People Strategy; ensuring the organisation has a skilled, capable, healthy, diverse and values-aligned workforce.
- Champion and take a lead role in the successful delivery of the Equality, Diversity and Inclusion Strategy, ensuring EDI principles are embedded in all people policies, process and workforce initiatives.
- Effective line management of the People Partners with regular 121s, coaching, opportunities for continuous learning and professional development.
- Build strong, trusting relationships with managers and leaders to influence, coach and enable effective people management.
- Lead on employee relations casework for the organisation, including complex ER cases and employment tribunals, liaising with solicitors and the Head of People Services as appropriate to ensure fair, legally compliant and trauma-informed approaches.
- Carry out regular case reviews with the People Partners to ensure cases are being managed in the most effective and appropriate ways, consistently across the organisation.
- Proactively support managers in effectively addressing short- and long-term sickness absences in their teams, liaising with Occupational Health and providing wellbeing support where appropriate.

- Lead or contribute to organisational change projects including TUPE, restructures and organisational redesign, ensuring change processes are values-driven and considerate of psychological safety.
- Design and facilitate initiatives that strengthen leadership and management capability, employee engagement, recognition and performance.
- Use workforce insights, data and trends to inform decision-making and support managers in planning for current and future workforce needs.
- Provide advice on job design, career pathways and succession planning to ensure organisational sustainability, in conjunction with the L&OD Manager.
- Keep up to date with employment legislation, case law and sector best practice to ensure policies and processes are legally compliant and reflect trauma-informed and EDI focussed approaches.
- Work with the wider People Services Team to update processes and systems to increase use of technology and AI, reducing reliance on manual systems to create efficiencies and improvements
- Support the L&OD Manager in designing and delivering training to strengthen people management capability.
- Take part in selection interviews when required

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

- Educated to Degree level or equivalent experience
- Member of the CIPD (ideally Chartered member or above)
- Level 7 HR qualification or able to demonstrate equivalent level of knowledge by experience
- Continued professional development relating to HR and best practice and employment law

Aptitudes and Abilities:

- Personal and approachable with strong relationship building skills
- Strong coaching and influencing skills with ability to challenge constructively.
- Proactive and Self-motivated, with ability to use own initiative
- High degree of problem-solving skills as well as adaptable to changing needs and priorities
- Able to work as part of a team as well as autonomously

- Excellent written and verbal communication skills
- Excellent organisational skills with the ability to plan, prioritise and meet deadlines
- Excellent, up to date knowledge of UK employment law
- Ability to analyse and interpret HR and workforce data
- Strong IT skills including use of Office 365 and HR Systems.
- Enthusiastic, positive, and driven to deliver the best possible service.
- A high level of integrity
- An understanding of GDPR and the need for confidentiality
- Whilst the role is able to be worked primarily from home, it is a hybrid role so the postholder will need to be able to work from the London office in Denmark Hill once or twice per month as well as travelling regularly to services across England (approx.. once per month, as business needs dictate) with occasional overnight stays (approx.. once per quarter).

Experience and Interests:

- Significant experience of working in a busy HR environment, at People Partner level or above.
- Knowledge of equality, diversity and inclusion principles and experience of embedding these into policy and practice
- Experience of leading and managing a small team
- Significant experience of supporting and advising managers on complex employee relations cases, up to and including employment tribunals
- Significant experience of managing organisational change and OD initiatives
- Experience of contributing to the design and delivery of People and OD strategies
- An understanding of trauma-informed or psychologically informed approaches
- Experience of design and delivery of people development programmes
- Experience of coaching managers and improving people management capability

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.





Servant Leadership — we help people thrive

Have we given our audience everything they need to succeed in their next step?



Passion — we love our work

Have we spoken boldly and with confidence?
Have we spoken out rather than stayed silent?



Inclusion — this is a team effort

Have we kept our communication simple and to the point? Have we used clear, accessible English?



Respect — we show respect for all

Have we given our audience credit for their intelligence? Have we advocated for our residents?



Empowerment — we have trust

Have we given the right context to our message?
Has our communication been story-driven?

