



**British Home**

*For people living with neuro-disability*



Head of HR

Candidate information pack

January 2024

# A message from the Director of Finance and Resources

We are delighted and excited to be looking for a new Head of HR who will provide leadership, direction and coordinate the delivery of the staff workforce development plan and culture change program. Supporting the executive team and trustees this role will ensure that British Home is seen as an employer of choice in the current competitive recruitment environment.

Thank you for your interest in this important role at British Home.

We are proud of our long history of supporting people who live with neuro-disability to lead positive, independent and fulfilling lives. In common with many charities, the past few years have been particularly demanding. Your success in this role will ensure that we can meet our commitment to current and future residents.

I wish you good luck with your application and look forward to welcoming you to the team at British Home.

[Eastside People](#) is supporting [British Home](#) in the recruitment of this role. We want you to have every opportunity to demonstrate your skills, ability, and potential; please get in touch with [Renu Gundala](#) at Eastside People if you require any assistance or adjustment so we can help make the application process work for you.

**Natasha Charles-Lewis, Director of Finance and Resources**

British Home is a Royal Charter charity that supports people living with neuro-disability. We have a proud history of care and support and have been based at Crown Point, near Streatham Common, since 1892.

## “Helping people living with neuro-disability to rediscover what they can achieve.”

With over 160 years of experience, British Home is a Royal Charter charity committed to providing specialist residential care, therapy, support, and hope for adults living with neuro-disability. Our ambitious goal is to achieve recognition as "Outstanding" by the CQC by 2024 and, beyond that, attain Level 2 Rehabilitation Centre status after 2025.

### Your Opportunity: Head of HR

As our new Head of HR, you step into a pivotal role during an exciting phase of transformation. Your influence will be crucial in shaping and implementing strategic HR initiatives that emphasise continuous learning, inclusion, and sustainable change. Leveraging your track record as an HR business partner and trusted advisor, you'll guide us on employee relations and legal compliance and craft effective performance management and training strategies.

In the spotlight, you'll lead the integration of an electronic HR system, ensuring fair staff remuneration. But it doesn't stop there – championing staff well-being, facilitating transparent communication through regular reports and forums, and contributing to innovative employee resourcing and retention strategies will be part of your dynamic role. Supported by the HR Advisor, you'll ensure all HR operations run seamlessly.

### Why British Home?

Joining us means more than just a job – it's an opportunity to be part of a charity that isn't just a big brand provider. At British Home, we pride ourselves on our unique environment and staff-centered approach. You'll witness the positive impact of your HR expertise first-hand, transforming the lives of our residents. If you're a senior HR leader with a passion for positive workplace cultures, a champion of DEI and staff wellbeing, and ready to make a real impact, let's start a conversation! Join us and make a difference with British Home!



# Head of HR

## Key Information

<b>Salary</b>	£55,000- £60,000 per annum, depending on experience.
<b>Location</b>	Streatham, SW16 3JB. Hybrid. Three days in the office and two days working from home.
<b>Contract Type</b>	Permanent, 37.5 hours per week.
<b>Hours</b>	Full Time (Possibility of 4 days)
<b>Reports to</b>	The Director of Finance and Resources
<b>Direct Reports</b>	<b>Two.</b> HR Advisor and Training Co-Ordinator
<b>Benefits</b>	Contributory pension of 10%, Hot meal, Parking, Salary sacrifice schemes, Eyecare voucher schemes, Blue card (A discount scheme similar to NHS), Counselling support, Season ticket loan, Annual leave 25 days + Bank holidays

This role requires the postholder to undertake an enhanced criminal record check, i.e enhanced DBS or equivalent.

## Job Purpose

- To lead a professional HR service, identifying HR priorities and recommending appropriate people management solutions to support British Home's services and values.
- To be the Charity's expert and role model in leading the culture change program by providing pragmatic and effective approaches to establish and sustain a positive, learning, and inclusive working environment.
- To ensure HR services are efficient and run smoothly, managing relationships with external providers and ensuring value for money across the HR function.

## Key Responsibilities

### Leadership

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- Work closely with the executive leadership team to develop and implement an HR strategy and workforce plan to enable a culture that demonstrates continuous learning, inclusion and sustainable change.
- Oversee employee engagement, promoting diversity, equality, and inclusive ways of working to ensure a motivated and engaged workforce continues to deliver our extraordinary levels of care well into the future.
- Act as a role model, coach, and mentor to the Senior Leadership Team (SLT) on employee relations.
- Supervise and develop the HR Advisor and training coordinator.
- Manage outsourced HR services ensuring providers deliver on contracted services and deliver value for money.

### Employee Relations and Employment Legislation

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- Work closely with the Director of Finance and Resources and department heads to develop, update and implement employee-related contracts, policies and procedures in line with best HR practices as required by employment law.
- Managing employment relations matters to their successful conclusion by liaising with external legal advisors as required.
- Implement all changes to the staff handbook, ensuring it's kept up to date with the latest HR policies and procedures.
- Supervise grievance and disciplinary investigations and act as co-chair and/or advisor at hearings when necessary.

### Performance Management

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- Develop an effective performance management strategy with a focus on nurturing employee/manager relations and supporting policies and procedures.

- Work collaboratively with SLT and department heads to foster a learning and performance improvement culture and empower them to effectively manage probationary and performance reviews.

## Training and Development

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- Ensure managers and staff have the appropriate skills and capabilities to meet increasing demands for clinical care within our community, achieve recognition as 'Outstanding' by the CQC by 2024, and ultimately achieve a Level 2 Rehabilitation Centre status after 2025.
- In collaboration with SLT, develop and implement the staff training matrix and CPD plan by sourcing in-house and external training as part of the wider staff training program.
- Direct the design and delivery of an effective staff induction training program.
- Accountable for the HR and training budget, ensuring that they are allocated effectively to deliver intended outcomes, value of money and compliance with relevant policies and guidelines.

## HR Processes and Information Systems

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- Coordinate the development of the electronic HR system, ensuring that it integrates all HR, payroll, and training processes.
- Develop and review HR processes to effectively manage employee life cycle from recruitment, onboarding, absence management, performance management and exit interviews. Report and advise senior leadership and department heads as needed.

## Remuneration

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- Ensure a fair and consistent staff pay and grading structure across the Charity.
- Conduct salary and benefits benchmarking for all staff groups to ensure that the Charity's provision is competitive.
- Develop the payroll function to ensure that it meets the needs of the staffing population and that the service is up to date with current industry practices.
- To manage the contractual relationship with the external payroll provider, ensuring that all agreed targets are met.

## Staff Wellbeing

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- Review Occupational Health medical reports and recommendations, and in conjunction with line managers, ensure the needs of the staff are being met in the workplace.
- Work with SLT to coordinate and implement staff well-being surveys and focus groups when required, following up with action plans.
- Supervise providing the employee well-being policy and developing and implementing the staff benefits program to ensure that British Home is an employer of choice.

## Communication

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- Produce monthly reports to SLT on key HR areas such as recruitment, change management, re-structuring, absence management, employment legislation and performance management.
- Ensure effective communication with all staff by hosting HR, payroll, and training staff forums.
- Host staff meetings and focus groups.
- Overall responsibility for all internal staff communication and work closely with the Head of Fundraising to ensure staff are aware of key fundraising initiatives.

## Employee Resourcing

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- Develop innovative and robust employee resourcing and retention strategies to deliver organisational goals.
- Oversee and support organisational structure reviews and internal, national and international recruitment campaigns as needed.
- Work with the HR Advisor to deliver an effective onboarding process for new starters.



## Person Specification

### Experience, Skills, and Knowledge

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#### Essential

- MCIPD professional qualification or suitable HR degree or equivalent experience in a similar role
- Proven track record in HR business partnering approach.
- Experience in developing HR strategy in line with the wider organisational strategy and translating that into operational plans.
- Demonstrable operational experience in recruitment, induction, performance management, employee relations and learning and development.
- Experience in promoting employee engagement, diversity, inclusion, culture change and development.
- Up-to-date knowledge of employment legislation, HR best practices, systems and processes.
- Experience in supervising and developing a small team.
- Working knowledge of MS Office, HR and payroll systems.
- Excellent written and verbal communication skills with the ability to adapt to changing priorities.
- Strong interpersonal skills demonstrating diplomacy and discretion and challenging senior stakeholders constructively.
- Be a champion of DEI, uphold the values of British Homes and work collaboratively with colleagues across the charity.

## How to apply

[Eastside People](#) is supporting [British Home](#) in the recruitment of this role. Please [click here](#) to apply by submitting your CV and a cover letter. Please respond to the following areas in your cover letter:

- Your experience in developing HR strategy in line with the wider organisational strategy and translating that into operational plans.
- Your experience in improving a culture of inclusion or learning
- Your achievements as a senior HR professional in your organisation
- Experience/knowledge in relation to the other relevant skills and experience specified in the person specification.

If you would like a call to discuss the role in more detail, please email Renu Gundala at [renu@eastsidepeople.org](mailto:renu@eastsidepeople.org) to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application. The closing date for applications is **Wednesday, 7 February 2023**, and longlisting interviews held by Eastside People will take place the following week. **We recommend you apply at the earliest opportunity, as we will be shortlisting and interviewing on an ongoing basis.**

Interviews with British Home for shortlisted candidates will be **w/c 26 February 2023**. The selection process will involve a face-to-face interview and presentation. You will also be able to meet the team on the day.

We want you to have every opportunity to demonstrate your skills, ability, and potential; please get in touch with us if you require any assistance or adjustment so that we can help make the application process work for you.

## Our commitment to diversity

British Home is committed to promoting equal opportunities in employment. We are committed to ensuring that our employees and all job applicants will receive equal treatment regardless of age, disability, gender, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex, gender reassignment or sexual orientation (these are known as protected characteristics).

## About British Home

British Home is a Royal Charter charity with over 160 years' experience of providing specialist residential care, therapy, support, and hope for adults living with neuro-disability. Based at Crown Point, near Streatham Common, there is capacity for 80 people on site, with each resident having their own, private accommodation. Services are delivered through a multi-disciplinary team and as the nature of neuro-disability is unique to each individual, so the range and frequency of facilities and services people use will be tailored to their own needs and aspirations.

The impact of a neuro-disability is very personal, we believe that care and therapy should be as well. That is why our compassionate staff and supportive community are there for every resident and their families, every step of the way. We give our residents the time and individual support that they need. We understand the big things that really help and the little things that really matter. We want to create a brighter life for people affected by neuro-disability. Our five-year strategy details how we will deliver more specialist care and rehabilitation, and the transformation we will make to enable us to do it. We have over 130 staff across care and therapy teams, administration, services and maintenance.

Over the next five years, we will continue to invest our charitable income in developing a centre of excellence for specialist rehabilitation. In doing so, we will enable more people to manage their disability and illness more effectively, with an emphasis on increased independence, pain relief and greater enjoyment of life (including those approaching end of life). In line with this new strategy, British Home will continue to raise charitable income to refurbish our current building into a more modern aesthetic and introduce new facilities to enable rehabilitation. We will develop a therapeutic environment, making use of the existing features of the whole site not just the building, using technology to facilitate this. We provide a wider range of accommodation for our residents, including specially adapted, self-contained accommodation to promote independent living. Our 2020 – 2025 strategy focuses on four goals.

- Goal 1: We will achieve specialist neurological care home status to ensure the care we offer our residents is high-quality, personalised and enabling
- Goal 2: We will maintain and enhance the physical environment of the Home so that it supports our ambition to be a specialist neurological care home
- Goal 3: We will raise our profile in the local community and with commissioners to ensure that we can leverage additional social impact through an open attitude and strategic partnerships
- Goal 4: We will be operationally break even or deliver a surplus to ensure the British Home is sustainable and can invest further into delivering high-quality care

## Our Values

- British Home puts the individual at the heart of their care
- We understand that every individual will have their own targets and motivations, and that rehabilitation is a process that people take at their own pace
- Recognising the advantages that our diversity provides, we will harness the talent and energy of everyone at British Home: staff, volunteers, residents, families and carers
- We are committed to the highest standards and embrace innovation and models of best practice
- In everything we do, we will act with integrity, openness and honesty

Our values are our commitment to our residents, our staff, and to everyone whose lives are impacted by what we do. They reflect our considerable history and show the organisation we strive to be at all times.



# Eastside People

Eastside People  
Canopi  
7-14 Dover Street  
London  
SE1 4YR

0207 821 6174  
[eastsidepeople.org](http://eastsidepeople.org)

Eastside People is the trading name for Eastside Consulting Ltd. Company number: 4958922.