

Job Title:	Head of HR	Job Band:	Band 0
Reporting to:	Director of People & Organisation	Size of Team:	60
Direct Reports:	10		

The Head of HR ensures that HR processes, services and initiatives support St John’s strategic aims. They lead and manage the HR teams to support and develop employees and volunteers across the charity to improve their experience while ensuring consistent application of policies and processes.

They also play a key role in supporting and developing St John’s leaders and managers so ensure that the working environment is vibrant, contemporary and inclusive.

Key Responsibilities

- Develop and manage people-focussed initiatives throughout St John, including structural changes and implementation of new systems and processes
- Monitor the effectiveness of all parts of the organisation, intervening as appropriate where there are issues or opportunities.
- Coach and support managers to be better able to manage and develop their people
- Make St John an attractive place to work and volunteer and ensure that our employees’ and volunteers’ experience is positive and rewarding
- Ensure that the HR teams provide a consistent approach to employee/volunteer relations issues, so our people are treated equitably and in compliance with SJA policies
- Continuously find ways to improve the engagement and involvement of SJA people in decision-making through forums, focus groups, project teams etc
- Be responsible for all recruitment activity, using internal search and social media, focusing on speed while providing a positive candidate experience
- Ensure that HR processes and initiatives (e.g. recruitment, selection, development...) are supportive of St John becoming a more diverse and inclusive organisation
- Ensure that the wellbeing and development of St John people is central to HR’s approach
- Manage the HR teams and ensure that they are populated with high calibre people, while managing the budget for HR including salary costs, recruitment and learning activities
- Maintain and improve processes such as PDR/VDR so that they are contemporary, efficient and relevant
- Implement a performance management culture in line with SJA policies, including making sure that 1-1s, performance and development reviews and team meetings take place regularly and with recorded outcomes and actions
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to travel nationally on a frequent basis with occasional overnight stays
- Have willingness to adapt and learn new skills
- Be prepared to work irregular hours with some evenings and weekends



BE PART OF A LIFE SAVING TEAM



Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C), minimum of 5 including Maths & English	✓	
Relevant degree or equivalent		✓
CIPD qualification		✓
Experience		
Managing people across a geographically dispersed area	✓	
Successfully delivering people initiatives and projects across large organisations	✓	
Working in a charity or a social enterprise		✓
Providing solutions for operational and strategic HR issues	✓	
Good understanding of deriving HR plans from organisation/business goals and strategy	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate and influence effectively at all levels	✓	
Ability to be a role model for SJA's HEART values	✓	
Ability to make HR's various roles (business partner, advisor, customer service...) come to life	✓	
Ability to use initiative and make balanced decisions	✓	
Capable of driving change and delivering service improvement through best practice	✓	
Ability to use Microsoft applications at intermediate level	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: SF

Date of preparation: April 2019