

## Pilgrims Hospices - Job Description

### Head of People and Culture

<b>Reports to:</b>	Chief Executive
<b>Executive governance:</b>	Executive lead for the Remuneration Committee
<b>Working hours:</b>	28–35 hours per week (0.8–1.0 FTE); occasional evening / weekend for governance commitments
<b>Salary:</b>	£55,000–£60,000 per annum depending on experience (pro rata if part-time)
<b>Location:</b>	Multi-site across East Kent with hybrid working
<b>considered Contract:</b>	Permanent

#### Role purpose

Provide strategic leadership for an integrated People Services function covering HR, Payroll and Volunteering. Develop and deliver a values-led People, Culture & Volunteering Strategy that enables safe, compassionate care and strong organisational performance. Champion inclusion and wellbeing, equip managers, and ensure robust governance across employment law, CQC safer recruitment/DBS and data protection. Provide Board-level oversight of multi-professional education and training, including the Ann Robertson Training & Education Centre.

#### Key accountabilities

##### Strategy, culture and Well-Led governance

- Lead the People, Culture & Volunteering Strategy and annual delivery plan with clear KPIs for EMT and Board.
- Model values-led leadership and ensure the CQC Well-Led framework is reflected in people systems, behaviours and assurance.
- Support the Freedom to Speak Up Guardian and embed open reporting and learning culture.

##### Executive governance and committees

- Serve as Executive lead for the Remuneration Committee: forward plan, author evidence-based papers, benchmark proposals and implement decisions.
- Provide people-related insights and assurance reports to the Board and its committees.

**Organisational development, inclusion and engagement**

- Lead OD and inclusion plans; design and analyse annual staff and volunteer surveys with organisation-wide improvement actions.
- Deliver leadership and management development to build capability at all levels.

**Workforce planning, recruitment and employee relations**

- Oversee safe, values-based recruitment and onboarding; ensure timely workforce planning with budget alignment.
- Lead complex ER matters; ensure fair, legally compliant practice and escalate to external legal advice where appropriate.

**Reward, payroll and pensions**

- Oversee payroll accuracy, pension auto-enrolment compliance and pay/benefits governance in partnership with Finance.
- Contribute to pay framework reviews and RemCo proposals, ensuring affordability and equity.

**Learning and education**

- Hold Board-level oversight of multi-professional education and training; assure mandatory training compliance and reporting.
- Commission and evaluate leadership, management and specialist development offers.

**Volunteering – strategy and governance**

- Lead the volunteering strategy and governance to ensure safe, rewarding roles aligned to service needs.
- Ensure day-to-day volunteer operations are managed by the HR & Volunteering Manager with clear policy, risk and safeguarding frameworks.

**People data, systems and reporting**

- Own HRIS/LMS optimisation and data quality; produce workforce dashboards and insights for EMT/Trustees.
- Continuously improve processes and technology to enhance efficiency, user experience and data integrity.

**Risk, compliance and information governance**

- Maintain compliant policies and controls (employment law, UK GDPR/DPA 2018, safeguarding/DBS), ensuring CQC-ready evidence.

- Work with Governance on Trustee/Board recruitment checks (e.g., Fit and Proper Persons Regulations where applicable).

### **Structure & key relationships**

Direct reports: Head of HR & Volunteering; Payroll & Benefits Support (with a small central People Services team). Portfolio includes executive oversight of the Head of Education & Training. Works closely with the CEO, EMT, clinical leaders, Finance, Governance/Quality & Safety, Retail/Trading, Fundraising and external partners.

### **Person specification**

#### **\*\*Essential\*\***

- Substantial senior HR/People leadership in a complex, multi-site setting (health/charity/public sector preferred).
- Proven track record in OD/culture, inclusion, change and constructive employee relations.
- Payroll and pensions oversight with strong financial and data literacy; experience improving HRIS/LMS.
- Knowledge of safer recruitment/DBS, safeguarding, CQC expectations and UK GDPR/DPA 2018.
- CIPD Level 7 (or equivalent) and Chartered MCIPD/FCIPD; excellent influencing, coaching and stakeholder skills.

#### **\*\*Desirable\*\***

- Experience leading volunteering services at scale.
- OD, coaching/mentoring or programme/project management qualification.
- Experience delivering leadership and management development and driving culture change outcomes.

### **Safeguarding & compliance**

Enhanced DBS (role-dependent), Right to Work and satisfactory references required. Commitment to safeguarding training and adherence to Pilgrims policies, Health & Safety, information governance and standards of business conduct.

*This job description reflects current priorities and may be updated to meet organisational needs.*