

# Job description



<b>JOB TITLE:</b>	Deputy Director of People & Culture
<b>REPORTS TO:</b>	Director of People, Culture & Resources
<b>RESPONSIBLE FOR:</b>	Head of Voluntary Services, Head of HR Business Partnering

## **PURPOSE OF ROLE:**

To provide leadership of a cohesive People function to attract, support, develop and retain employees and volunteers. Provide a framework of legislative compliance, best practice, and inclusive culture that celebrates differences and inspires behaviours that align with our organisational values. Accountable for realising efficiencies, optimising resource utilisation and enhancing service delivery to all stakeholders.

To deputise across the Resources Directorate as required.

## **KEY RESPONSIBILITIES:**

### **LEADERSHIP & LINE MANAGEMENT**

- To provide leadership and line management to the Head of HR Business Partnering and the Head of Voluntary Services. Supporting members of the Resources Teams in the absences of Heads of.
- Attend organisational Leadership Meetings and contribute to forward planning and collective solutions for a range of projects and developments.
- To provide updates on People related activity for key stakeholders and the wider organisation as required.
- To deputise for the Director of People, Culture and Resources at Committee and Sub Committee and general organisational meetings, as required.

### **CULTURE**

- Contribute to a written FREDIE strategy with agreed measurables, milestone and outcomes.
- To lead operationally on Demelza's FREDIE journey. Taking the role as chair of the FREDIE and Wellbeing Steering Group and leading on initiatives and operational priorities, to deliver against Demelza's emerging FREDIE strategy and direction.
- To support the on ongoing embedding of organisational values and behaviours, ensuring they are at the core of all people practices and processes.
- To support the implementation and ongoing development of engagement and MyVoice initiatives and related organisational communications.

### **STRATEGY & TRANSFORMATION**

- Ability to proactively support strategy development, implementation and review for the people function and the wider organisation.
- To ensure delivery against the organisational strategic action plans, relating to People Services.

# Job description



demelza

- To develop and support Heads of to contribute to and implement the Workforce strategy and action plans. Supporting the achievement of organisational objectives across all key functions throughout the employee and volunteer lifecycles.
- Fully integrate and embed digital and artificial intelligence solutions that enhance processes, automate where practical, and offer relevant, accurate monitoring information.
- To support the develop the employer and voluntary organisation brand and lifecycle, to demonstrate Demelza's differentiation in the employee and volunteer market.
- Develop and embed suite of People Management information and KPIs, in collaboration with Heads of, that will inform decisions, motivate teams to achieve and to celebrate those successes.

## **FINANCIAL**

- To ensure that People Services Teams submit timely budget information to support the evolving People agenda, including the organisation training budget, with a compelling business case to support any increases.
- Support budget leads, to regularly monitor expenditure and income, ensuring any expenditure achieves maximum benefit across teams.
- To support the Head of Business Partnering with Payroll management and compliance requirements.
- To authorise purchase orders above budget leads authorisation levels, within agreed sign off limits.
- Support the authorisation rota to release payments from the bank within an agreed authorisation level.
- To undertake monthly payroll checks as required.
- Actively seek opportunities for funding and support any bid or application process.

## **POLICY, PROCEDURES & RISK**

- Overall responsibility to ensure compliance with current legislation and best practice, across People Services. Working with the Heads of, to ensure all People related Policies and Procedures reflect the most up to date best practice, legislation and law.
- To support Heads of to identify any policy or procedure requirements and implement any required documentation through the Document Control Procedure.
- To create Policy and Procedure documents as required.
- To actively comment on any relevant organisational policies and procedures, sent out for organisational consultation.
- To deputise at the Policy and Governance Group as required.
- To lead on the updates of People Services Risk Registers, ensuring that risks are identified, mitigated and reviewed. To undertake timely updates to the Risk Register, providing updates to the Resources Committee as required.
- To support reporting, investigations and sign off for relevant incidents, accidents, compliments and complaints logged through Vantage and ensure all learning is implement, embedded and reviewed.

## **GENERAL RESPONSIBILITY**

- To provide oversight and ensure compliance of overseas recruitment requirements organisationally and that appropriate levels of support are provided to overseas colleagues on arrival and during their employment.

# Job description



demelza

- To act as the People Services representative at organisational, management and operational meetings as required.
- To proactively advocate volunteering organisationally.
- To oversee organisational DBS management and processing
- To support employee and volunteer related formal processes as required.
- To work closely with the Heads of to support development and delivery of the organisational leadership Development programme.
- To oversee People Services compliance with the data retention schedule.
- To attend and develop external networking opportunities for Demelza to engage with other organisations.

## **OUR VALUES & BEHAVIOURS**

Employees are required to demonstrate and actively align to our organisational values and behaviours at all time.

### **Fiercely committed to quality**

The families and children we help, and our supporters, deserve nothing but excellence.

Each one of use has a vital role to play in providing unique care and support and we always strive to deliver a brilliant service.

By working and improving together, we can give even more families a chance to enjoy time as a family, for as long as they have.

### **Passion, performance and pride**

We admit it. We love what we do. We feel privileged to support the families who trust us to care for those they love. And we couldn't be prouder to be part of #TeamDemelza, it's the most rewarding job in the world.

We believe in passion, performance and pride – it's how we get the best from each other and deliver exceptional care and support.

### **Human is our nature**

Because we see the person and not the condition, we give each baby, child and family member a service that fits them as an individual. We're all human, and through empathy and understanding, we can provide essential care as unique as the person its designed for. Our different roles, skills and experiences make us stronger. We value and respect everyone who is part of our story, from the families we help, to the supporters and volunteers who keep us going, to each member of staff.

### **Always honest, always authentic**

We are clear, open and honest with everyone, because we value everyone.

It's good to challenge each other, as long as its constructive – we always look for a positive solution that moves us all forward. We exist to give the best care and support to children and their families and that matters more than anything else.

### **Innovate, develop and improve**

Each member of #TeamDemelza is driven to do better.

Through evidence, insight and experience, we're constantly developing and improving to give children and families better care and support. Standing still doesn't get us anywhere. We always look for ways to transform change into opportunity and growth.

Full Values and Behaviours documents can be located on the Demelza Intranet.

# Job description



demelza

## **PERSON SPECIFICATION**

### **Essential**

- Excellent knowledge of current HR and Volunteering legislation and best practice, with a relevant supporting qualification
- Member of the CIPD, minimum level 5
- Extensive Leadership and People Management experience
- Previous experience of inputting into strategic planning
- Experience of managing or overseeing complex people related issues.
- Experience of sourcing, implementing and developing databases or digital solutions, to enhance processes
- Ability to demonstrate excellent written and verbal communication skills, able to articulate complex information and influence at all levels
- Able to demonstrate ability to seek stakeholder focussed solutions that will add organisational value and implement them into practice
- Able to proactively keep knowledge current and seek networking opportunities.
- Able to galvanise and inspire teams to work collaboratively
- Competent use of Microsoft applications including Teams
- Competent use of digital opportunities
- Flexible approach to working hours and location (pre planned) and ability to maintain a positive work/life balance.
- Demonstrate close alignment to all Demelza values
- This role requires regular travel across our operating region. Full driving licence and access to own vehicle for business use – or access to reliable transport arrangements - will be essential.

### **Desirable**

- Experience of Managing or working with volunteers
- Experience of overseeing or delivering an overseas recruitment
- Experience of managing or contributing to Team or organisational risk registers/management
- Experience of payroll processing requirements
- Knowledge of the children's hospice movement and relevant networks
- Understanding or experience of Apprenticeships & Apprenticeship funding
- Previous experience of managing or working with volunteers
- Understanding of Safeguarding vulnerable adults

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

# Job description



demelza

All employees will demonstrate commitment to and actively promote Demelza's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts to attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on-site and off-site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

**ISSUE DATE:** July 24

**REVIEW DATE:** July 25

**VERSION:** 02