



Head of HR & Governance

Job Description

Organisation:	Advance Advocacy and Non-violence Community Education (“Advance”)
Job Title:	Head of HR & Governance
Reporting to:	Chief Executive Officer
Direct reports:	HR Officer (Part time) and outsourced Payroll and GDPR providers
Salary:	£47,000 - 50,000 per year
Pension:	Workplace pension (Part 1, Pensions Act 2008)
Working Hours:	35 hours per week, Permanent
Work Location:	Based at London Head office (currently in Hammersmith). Some limited travel to other London and UK locations required.

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds.

About Advance

Advance is an award-winning and innovative women-only organisation, established in 1998, providing emotional and practical support to women experiencing domestic abuse and supporting women with short-term sentences to reduce offending. We believe in empowering women and girls to lead safe, non-violent, equal lives so that they can flourish and contribute to the community. Our values are to listen and support, to empower and respect, collaboration, innovation and accountability. We have been growing rapidly over the past year, with current annual income of £3.6m and 80+ staff, supporting over 3,000 women and their families each year.

We specialise in a range of services which support women experiencing domestic abuse, through our Hammersmith offices and at co-located offices across four central/west London boroughs. Our domestic abuse services are available to girls and women regardless of ethnicity, sexuality or immigration status. A large part of our work is crisis intervention, for women requiring urgent help and in imminent danger. Our services are free and confidential.

Over 7 years ago we expanded our services to include supporting women who have committed crime with short-term offences, many of whom are also experiencing domestic abuse, to reduce or end offending, pan-London. Our goal is to divert women from the Criminal Justice System at the earliest opportunity and prevent families breaking down as a result. We believe that the criminal justice service is built for men, so it is important that a safe, woman-only service is available.

Role Summary

As a member of the senior management team, the Head of HR & Governance will provide strategic human resources direction and oversight of HR services and governance across the organisation, working closely with the Chief Executive, the Directors of Programmes and Head of Finance & Business Services.

You will lead on salary budgeting, payroll management, human resources reporting, policies and procedures, the full recruitment and training cycles, as well as governance responsibilities, working closely with the Chief Executive to provide effective human resources & governance direction to the HR, Governance & Risk Committee and the Board of Trustees. You will be responsible for efficient policies, procedures, systems and practices to support the smooth running of the organisation and will be pro-active in developing new systems and services to meet the needs of the organisation as it grows.

You will oversee the HR team and provide excellent HR service and support to over 80 staff across multiple sites, currently across London. You will have experience of HR management, efficient HR systems and a proven ability to both motivate and be a part of effective teams. You will have excellent communication and organisational skills, be proactive and solution-focussed, and knowledgeable about or be able to access information about HR and governance matters.

The main responsibilities of the role include:

Management

- Provide clear inspirational leadership that embodies the organisation's values and ensures individuals and teams are aligned to the organisation's overall strategy, annual business plans and budgets.
- Align HR resources to deliver the HR policy framework within agreed plans and funder requirements. Manage and coordinate the work of the HR team and providers, including monitoring and supporting projects' service delivery and the effective development of the organisation.
- Ensure Advance has clear and appropriate services, policies and frameworks, including managing external relationships, with regards to HR systems including payroll, pensions and other benefits and other HR support services, to enable effective programme delivery and development of the organisation.
- Ensure that Advance has an effective framework of internal policies and processes that support the organisation's mission, and is consistent with its values. Be responsible for effective governance, including relevant statutory reports and returns, supporting the board in its governance duties.
- Work with Managers to ensure all Advance premises are fit for purpose, accessible and ensure health & safety compliance, fire safety and other compliance.

Human resources and quality assurance

- Ensure the effective delivery of support to frontline services by the Business Services team and alignment with the programme teams, through effective leadership and management. Ensure that Advance has access to clear and accurate advice on HR matters, which is available to Managers in line with policy, employment legislation and best practice.
- Work with Directors of Services, Service Managers and the HR officer to coordinate and ensure the delivery of effective recruitment, staff development, training and performance management systems across the organisation, that leads to high-performing teams through continuous improvement.

- Lead on and deliver new developments including a staff engagement survey and training programme (the Advance Academy) to ensure alignment to the organisation's mission and continued delivery of services at the highest standard.
- Together with the Directors of Services and the HR officer, ensure all staff are aware of their responsibilities in relation to agreed HR policies, procedures, codes of practice and safe methods of work.
- Manage all HR queries, providing advice and support to line managers and staff where required, as well as manage and resolve any HR issues arising in line the organisation's policies and procedures, mission and values. Report to the CEO and the board of trustees on all HR matters, including recommendations for decisions and further action where necessary.
- Set up and embed a system of HR information to allow managers to effectively manage and keep abreast of HR records, information and related matters, and ensure the HR officer provides reports to enable effective decision making by the Directors, Chief Executive and the board.
- Ensure efficient HR management and planning systems, delivering reports to effectively inform HR and programmes/services strategies and to ensure that the organisation demonstrates value for money. Ensure a full audit trail is maintained, for the completion of monthly and annual payroll reports and related returns.
- Review and analyse monthly and other HR reports, including trends and performance against budget and key performance indicators, to inform management decisions and strategic planning processes, making recommendations to the CEO and Trustees as required.
- Ensure the effective production of HR information to support funding bids, tenders and the generation of new income, as well as the completion of funder reports as required.

Governance & risk

- Ensure policies and procedures that at all times protect the safety and security of Advance service users, staff, volunteers and buildings, and the confidentiality of records and other information.
- Ensure the effective implementation of ADVANCE's Safeguarding, Health & Safety, Equal Opportunities/ Equality & Diversity, DBS checks and other policies and procedures, upholding the core values.
- Ensure compliance with all appropriate regulation and legislation including the new European Data Protection regulations and other related requirements, in conjunction with the GDPR external provider.
- Responsible for the coordination of information and reports for the HR, Governance & Risk Committee (board of trustees), including the risk register and the KPIs dashboard quarterly. Attend the committee quarterly and present to the board of trustee, supporting them in delivering their governance duties.

Strategy planning & implementation

- With the management team, support the CEO in the delivery and review of the strategic business plan and annual action plans, ensuring congruence across all services and that Advance values and strategic outcomes are evident in practice across projects.

- Work with the management team to deliver the annual business plans and lead on coordination and delivery of the organisational risk management and human resources work programme, delivering on priorities and identifying solutions to address concerns as necessary.
- Together with the CEO, ensure Board meeting reports are timely, efficient and effective, and that employees are engaged and involved in the review of policies, procedures and work priorities as necessary.

General

- Uphold the rights of women, children and young people and ensure that any risks/ needs identified are addressed, having full regard to Advance's Safeguarding Children's and Safeguarding Adults policies.
- Be responsible for personal learning and development and keep up to date with research, relevant legislation, policy and practice, and other literature relevant to the role. Participate in supervision, training and meetings as required, and assist in the development of services, aligned to business plans
- Work across teams and undertake such other duties, appropriate to a member of the senior management team, as may reasonably be expected.

Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION

The Head of Finance & Services will possess (E – Essential, D – Desirable) :

KNOWLEDGE AND QUALIFICATIONS:

1.	A university degree or equivalent	E
2.	A relevant UK professional HR qualification and a good understanding of the environment in which charities operate.	E
3.	Strong understanding of the principles underpinning Human Resources planning and management, demonstrating impact and value for money.	E
4.	Understanding of human resources and/or information systems process and procedures.	E
5.	Knowledge of aspects of HR matters, including employment law, equality & diversity, recruitment, performance management frameworks, training and development.	
6.	A good understanding of domestic violence and the need for specialist services or experience in a similar area of work.	D

EXPERIENCE:

7.	Proven track record of effective leadership and management, of maintaining a strong and motivated team and contributing to strategic planning processes.	E
8.	Significant experience of preparation of HR reports such as absence, staff turnover, recruitment, salary costs vs budgets, and other relevant HR management information (preferably within the charity sector).	E
9.	Implementing HR policies and procedures and giving clear and accurate advice to support their effective and appropriate use.	E
10.	Successful track record of building and maintaining business networks and partnerships, internal and external, at senior level.	D

SKILLS:

11.	Excellent written and oral communication skills, with strong presentational and influencing abilities.	E
12.	Results focussed, solution-oriented with a proactive and positive approach, and excellent ability to prioritise and organise work and to plan and organise work of others.	E
13.	Ability to think and act strategically to develop practical and creative solutions to the management of services and complex issues which may arise.	E
14.	Strong networking skills, with the ability to work collaboratively and maintain productive working relationships.	E
15.	Project planning and management skills, with the ability to work under pressure whilst applying procedures and maintaining professional boundaries.	E

GENERAL ABILITY:

15.	Demonstrate appreciation of the importance of confidentiality and anti-discriminatory practice and equality and diversity; safe practice and health and safety procedures.	E
16.	A firm commitment to women, children's and young people's rights and to work within Advance's framework and its core values.	E