People & Culture Manager

**Why do we need this role?**

Help Musicians and Music Minds Matter recognises that the diversity, talent and development of its staff team are key to ensuring that we continue to reach and engage more musicians across the U.K.

The People & Culture Manager plays a crucial role in the development, coordination and delivery of our People plans to ensure we attract, retain and develop the best and most diverse team, ensuring the organisation is a great place to work and a relevant and attractive employer to those that love music, and want to join us in reaching a world where musicians thrive.

**Reports to:** Director of People & Culture

**Responsible for:** People & Culture Officer

**Our Values**

At Help Musicians & Music Minds Matter we:

**Embrace change**; recognising that change leads to opportunity and the potential to seek out better solutions for those we’re here to support

**Are curious**; recognising that insight, understanding and empathy enables us to deliver our best work

**Value difference**; knowing that diversity of thought, team and experience makes our charities stronger

**Come together**; united through our appetite for music we’re committed to working collectively, doing the very best to support those that need our help

**What does success look like?**

* Development and operational delivery of our people plans which align with the aims and objectives of Help Musicians and Music Minds Matter overall business plan.
* Acting as a trusted business partner to colleagues, understanding their business plans and goals and shaping people services to support achieving those. Provide effective advice and support to colleagues across the organisation to promote a culture of continuous professional development, driving efficiency through employee professional and personal growth, leading to strong retention.
* Providing effective line management to People & Culture Officer, enabling them to deliver to their full potential, ensuring the delivery of professional, proactive, inclusive and customer focussed People & Culture service.
* The successful delivery of key people projects and new strategic initiatives which support the delivery of our strategy or other emerging priorities
* Continuous improvements are delivered across all people activities, building a positive culture of inclusion, and acting as a role model for the charities values and support colleagues to do the same.

**Main responsibilities**

1. Develop and maintain collaborative and productive relationships with colleagues across the charity, identifying opportunities to build stronger employee engagement, recommending improvements across all areas of People & Culture.
2. Provide effective coaching, pragmatic advice and direction to the leadership and management team to ensure appropriate management and resolution of employment matters, effectively risk managed and legally compliant.
3. Manage the development of our inclusive recruitment strategy, providing a high quality service that ensures an inclusive and positive applicant experience and high-quality appointments, supporting our EDI objectives.
4. Coordinate learning and development needs and deliver an annual training and development plan, identifying areas of improvement and proposing cost effective solutions. Work with the Director of People & Culture to plan activity across the organization.
5. Manage our employee recognition and reward practice, ensuring that our pay framework is applied consistently, enabling us to recruit and retain high quality staff, while ensuring effective cost controls.
6. Plan and implement employee wellbeing and engagement activities, working with our Facilities team, social committee and other colleagues, to ensure that the workforce stay connected, are motivated and understands how their individual roles fit into the broad aims and activities of the charity.
7. Manage the delivery of an employee diversity and inclusion agenda, ensuring that Help Musicians goes beyond its statutory responsibilities in this area and delivers annual improvements. Build a positive culture of inclusivity, where staff are supported and encouraged to be themselves and deliver excellent work across all areas of the charity
8. Effective management of the People & Culture Officer, ensuring they have clear objectives and associated work plans, perform to the highest standards and continue to be seen as a proactive, customer focussed and trusted advisor to colleagues.
9. Work with the People & Culture Officer to ensure that data is being collected and recorded accurately to enable effective monthly payroll management, overseeing the organisational monthly payroll process ensuring it is processed accurately, on time and meets statutory obligations.
10. Advise on Safeguarding practices to ensure a strong and supportive safeguarding culture with appropriately robust systems, processes, understanding and engagement across our charities.
11. Ensure all HR processes are business focused and maximise the capability of our HR Information System and other systems. Ensure the provision of timely and accurate management information and analysis, reports to colleagues and external bodies to support appropriate decisions and actions.
12. Understand UK, sector-wide and wider emerging HR and People issues, assessing their implications for our charities and advising on/developing appropriate organisational approaches and policies.
13. Support the Director of People & Culture with the budgeting, forecasting, management and monitoring of expenditure of the People & Culture budget.
14. Plan, develop and manage the delivery of People & Culture projects.
15. Any other tasks as reasonably requested by Director of People & Culture.

**Person Specification**

**Knowledge and Experience**

* Experience in a generalist HR/People & Culture management or Business Partner role, managing People & Culture practices, coaching managers on a range of employment areas, to achieve successful outcomes.
* Level 7 CIPD qualification or equivalent knowledge and understanding gained through a similar qualification or practical experience.
* Good working knowledge of current UK employment law and human resources concepts, practices and processes, with experience of providing advice on complex case weighing up options related to risk.
* Experience of initiating, planning and managing the successful delivery of multiple people activities and/or projects to time and within budget.
* Experience of leading resourcing campaigns, advising on inclusive recruitment practices,

**Skills**

* Excellent interpersonal skills, including the ability to influence and build rapport and credibility with colleagues and external stakeholders based on trust and understanding, with the ability to work with people of all working styles and at all levels.
* Excellent communication skills, ability to present reports and information, and clear, concise advice to a range of audiences. Active listening skills to understand issues presented and enable others to have a voice
* Ability to manage people, motivating and developing them to achieve objectives, with a focus on exceptional service to colleagues.
* Ability to use HR systems effectively and analyse people data (including numerical data) and analytics to provide insight and interpret evidence, answer questions and make decisions, generating workable solutions and make rational judgement
* Ability to manage a range of people work streams at once (e.g. recruitment, training, employee engagement, payroll, case work) and prioritise multiple and diverse pieces of work and projects; systematic in approach
* Competent Microsoft Word, Excel, Outlook and PowerPoint skills

**Personal Characteristics**

* A commitment to our charitable objectives and values, to make Help Musicians a great place to work for all, championing a culture of inclusion and advancing equity in all that we do.
* Collaborative, open, and thoughtful, with the ability to engender trust and maintain confidentiality
* Delivers results, positive and proactive approach, remains calm under pressure
* Pragmatic and logical decision maker; able to solve problems quickly
* Adaptable, uses initiative, and willing to work flexibly in response to changing priorities or requirements

**Additional info**

* Basic DBS check required
* Hybrid working as a flexible benefit, with a minimum of 2 days in the London office (WC1X 9JS) and 3 days at home, with flexibility to attend the London office more regularly as the needs of the role dictate
* Willingness and ability to travel occasionally within the United Kingdom, with overnight stays where necessary

*This job description is a written statement of the essential requirements of the job, with its key accountabilities, and the experience, knowledge, and skills required for effective performance. This is not intended to be an exhaustive account of all aspects of the duties involved.*