

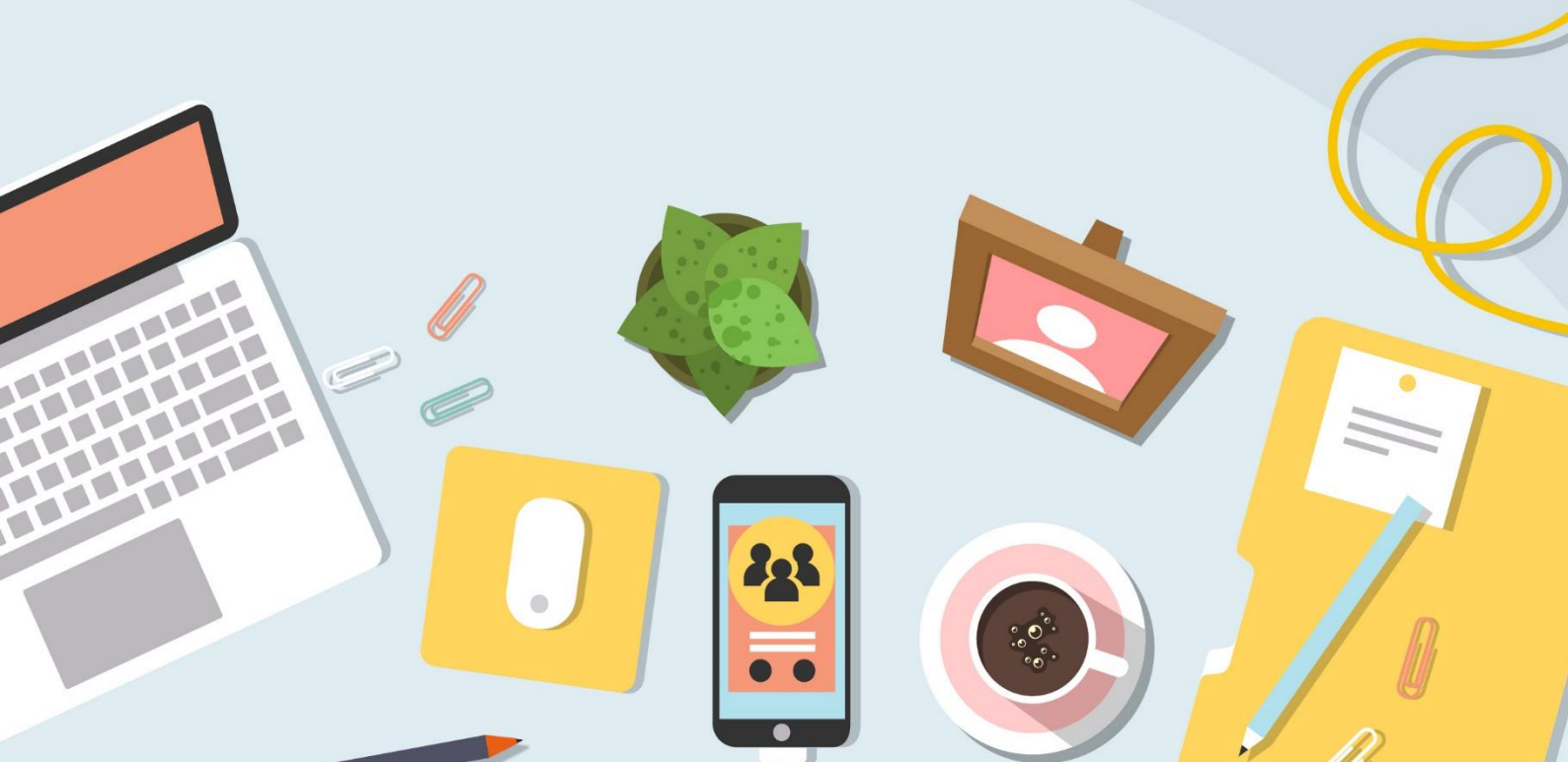
Head of People

Role profile

Pod: People

Reports to: Deputy Group Chief Executive (DCE) Red Kite

Direct reports: HR Business Partner and Senior Culture & Performance Manager



This role will champion Red Kite's aim to be a truly tenant-led organisation. To deliver excellent services to all stakeholders, our people need to feel inspired, developed and equipped to perform at their best and empowered to deliver on the promises we make.

At its core are our people, they are central to our success. They look after our tenants, look after our homes, manage our finances and ensure our success now and in the future.

Our aim is to ensure we have well trained, well-motivated, happy and productive staff who believe in our values and mission and contribute positively to our culture.

The Head of People is vital to ensuring that this vision is translated into reality for employees, involved tenants, leaseholders and the Board.

Key Responsibilities

- Partnering with stakeholders, create and deliver the People Strategy, aligned with the Corporate Strategy
- Develop innovative recruitment, retention and succession initiatives that attract exceptional talent
- Strong knowledge of employment law and best practice
- Network with other organisations to implement best practice approaches and processes
- Lead and embed a values-led, tenant-centred culture that supports excellent service delivery
- Support the drive for excellence in service delivery in line with our values and best practice with behaviours that meet the expectations of the Consumer Standards, and the Housing Ombudsman's Complaint Handling Code
- Lead a team of high-performing, inspiring and responsive People colleagues who proactively support the business
- Develop and deliver our organisational development (OD) approach, including leadership capability, behavioural frameworks, performance culture and succession
- Role model and champion a psychologically safe workplace where colleagues feel equipped, supported and able to learn from feedback, fostering a culture of performance and wellbeing
- Review and improve the framework for individual 121s and a feedback culture, aligning performance systems with capability development
- Support the decision-making of the Executive Leadership Team and the Board by providing high-quality communications, engagement and advice
- Lead on equality, diversity and inclusion approach, ensuring inclusive leadership, fair employment practices and an accessible working environment
- Coach and provide a sounding board for senior managers and colleagues throughout the organisation
- Provide high-quality, timely advice and support to ensure employee relations practices reflect modern good practice, that are values-aligned

- Ensure that the People function is seen as authentic, trustworthy, creative, challenging, facilitative, pro-active and adding significant value
- Providing an innovative, effective and efficient Learning and Development service that meets all our legal, technical and functional requirements and raises our leadership, management and interpersonal skills
- Develop an analytics and reporting framework, aligned with our corporate strategy, using insight to support strategic workforce decisions, organisational health assessments and learning culture
- Contract manage pension and payroll provider

Qualifications, Skills & Experience

- A background of managing high-performing HR teams in small – medium sized organisations (commercial or not-for-profit)
- Has worked at a senior level and been used to managing complex stakeholder relationships
- Has put into practice and embedded positive cultural change
- Is of degree standard with either CIPD membership or a track record of significant experience – this could involve both HR and line management responsibility
- Both a strong leader and a team player with well-developed interpersonal and communication skills
- Works openly and creates a positive, solution focused atmosphere
- Respected and trusted - a person with real integrity
- A brave but approachable character who makes the hard decisions and challenges when appropriate, but is equally supportive of others' decisions
- An effective, determined, enthusiastic and committed professional who cares about individuals and our business
- Experience in organisational development, transformation, culture change and leadership capability programmes

Our Essentials

- Aligned to our values and able to inspire others to embed them into everything we do
- Confident, independent and have strong problem-solving qualities
- Comfortable with data and confident in using insight to inform action
- Self-motivated, leading by example
- A commitment to the aims and ambitions of Red Kite and the broader issues of social housing
- Flexible and able to adapt to change
- Able to translate strategic goals into practical people-focused solutions
- An excellent team player as well as a leader

- Able to communicate well, both verbally and in writing
- Great interpersonal skills and be able to resolve differences of opinion
- Able to produce clear and accurate reports and recommendations to inform continuous improvement
- Strong attention to detail as well as being able to see the big picture