

Director of People and Corporate Services

Recruitment pack

July 2024

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Introduction

Thank you for your interest in this role. In this pack you will learn more about the charity Outward, and the successful Newlon Group, of which we are a subsidiary.

We are looking to recruit a new Director of People and Corporate Services to join our executive team, as our current director is retiring. You will see from our organisation chart our Executive team consists of myself as CEO and three directors/assistant director who lead all our central teams and services. Finance and IT services are provided by the Newlon Group.

The role of Director of People and Corporate Services provides leadership and oversight to our human resources, learning and development, digital and marketing and communication managers. We employ more than 400 colleagues so you will need previous experience in leading on people strategies, be a fully qualified chartered member of the CIPD and a strong background in employee relationship case management.

It is an exciting time as we are about to develop a new long-term strategy to guide our charity from 2025 into the future. We are financially strong, have 'Good' CQC ratings and reputation, new service developments in the pipeline and innovative and exciting change management projects in their early stages. As Director of People and Corporate services, you will be the lead director for two of these key projects.

Firstly, at the end of 2023 we developed a new Equity, Diversity and Inclusion (EDI) strategy. We are a diverse organisation, representative of the North East London communities which we serve and we want to ensure equity, diversity and inclusion is central to all our activities. This strategy sets us challenging but important targets so our new director needs to be passionate and committed to ensuring people we support, and employ, are empowered to celebrate their individuality and thrive in Outward.

Secondly, we are one year into our Digital strategy. To maintain our focus on being an outcome-led organisation, we recognised the need to streamline our business processes and to reduce the administrative burden on our colleagues. To achieve this we are embracing new digital technologies, freeing up time for our care staff to spend with, and on achieving greater outcomes for, the people we support. You will have oversight of the digital project team who are securing the 'best in class' systems we require and delivering these successfully across the business. You don't need to be a technology geek to do this job, but we do need a great project lead experienced in change management to push these plans forward.

I took over as CEO of Outward in November 2021. It is a charity I am passionate about, having worked for the organisation for over 25 years in a variety of roles. Many people who work for us have developed within the organisation and our turnover is low. However we greatly value and welcome new people with new ideas to challenge our thinking and help us keep innovating.

The work we do, supporting people who face life challenges, to lead healthy, happy and fulfilled lives, is hard work but immensely rewarding. At the last staff survey 78% of colleagues said they would recommend Outward 'as a good place to work'. This put us in the top quartile when benchmarked with similar organisations asking the same question but we constantly strive to do better.

What will you get from working from Outward? You will have an interesting role, working within a friendly and collaborative team all contributing to positive outcomes in people's lives. As part of the Newlon Group there are great development opportunities and the chance to learn more, not just about supported housing and social care, but about the wider social housing sector.

You may be leading a HR team and ready for the next step to a director or you may already be a director but want a more fulfilling role in the non-profit sector. Whatever your current role if you want to join a forward thinking, friendly charity who are driven by strong values of Engaging, Enabling, and Empowering then please read through our pack. If you have the requisite skills, experience and passion we need, I do hope you will apply to be part of our team.

Nicky Boland

Outward CEO



About Outward

In 1975 a group of parents and professionals in Waltham Forest got together to find a way for people with learning disabilities to live outside institutional care; this is how Outward was created and where our name comes from, living 'Out of the Wards' and in the heart of local communities.

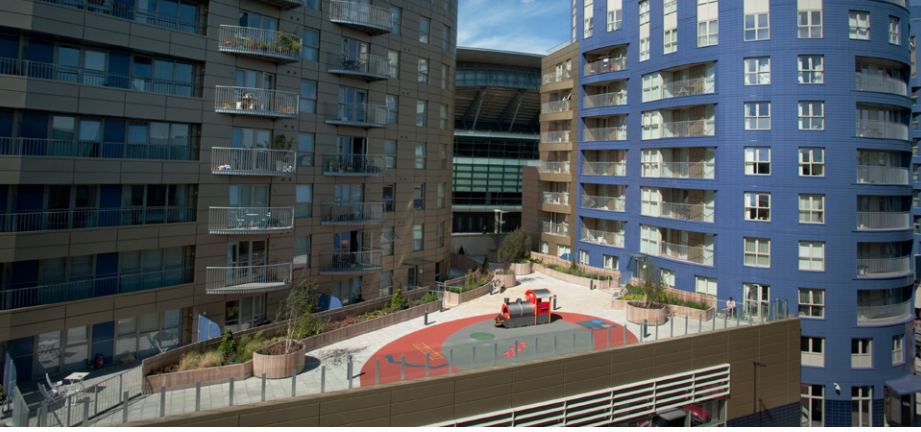
Today, Outward is a respected specialist provider of care and support services, ranging from supported living for adults with learning disabilities and autism to extra care housing for older people. Outward currently employs over 400 staff and works with more than 600 people in our local communities. Our turnover is around £20m per year and we work in 10 London boroughs.

Outward has won awards for its innovative approaches to volunteering and specialist service provision. We are rated 'Good' by the care quality commission, but we are striving to be Outstanding.

Outward provides care, support and housing management services to people primarily in north and east London including:

- People with learning disabilities.
- Those with Autism Spectrum Conditions
- Those who have experienced street homelessness.
- Young people in housing need – including those leaving care.
- Older people who need support and care.

We also own a unique holiday centre on the edge of Ashdown Forest in East Sussex where we run supported holiday and respite for people who benefit from a break in the countryside.

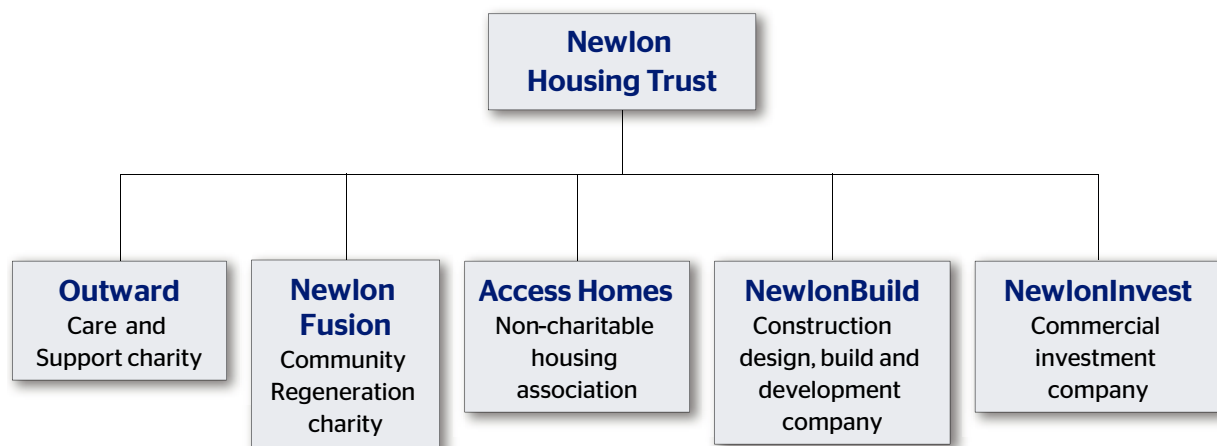


About the Newlon Group

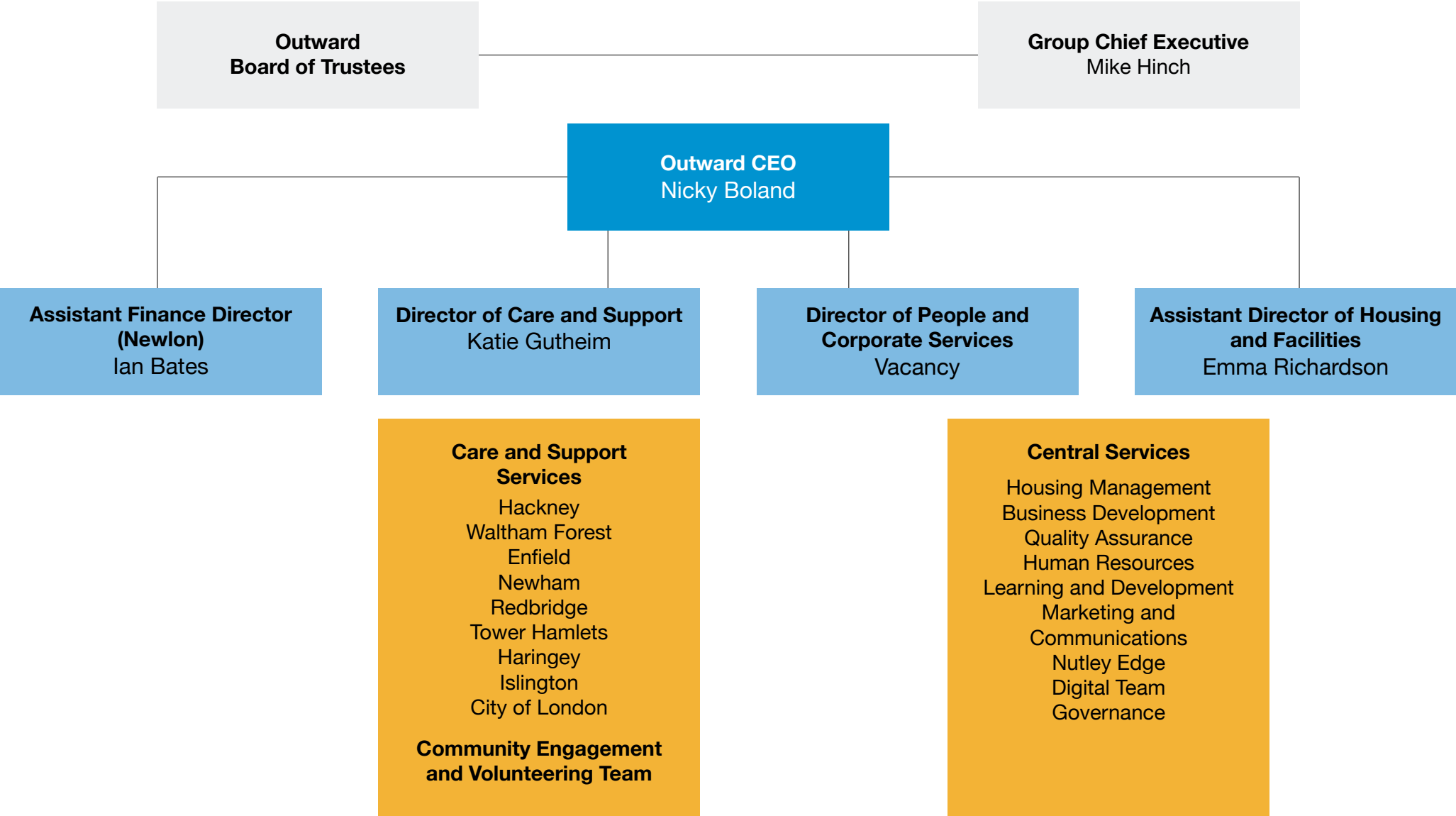
Outward is an independent charity with its own Board of Trustee's. However, in 2001 we joined the Newlon Group as a subsidiary and Outward is the Newlon Group 'Care and Support' arm. This relationship has been pivotal to Outward's ongoing success and together we continue to invest in new and innovative supported housing models for people who need specialist homes and support.

Newlon Housing Trust, the parent company is a fast growing and successful charitable and 'not for profit' housing association based in north and east London. Newlon's mission is to provide high quality affordable homes for local people in housing need. They were founded in Hackney in 1968 in response to a pressing local demand for decent and affordable housing and remain committed to meeting this need and today they provide more than 8,000 homes.

Newlon employs 210 people. The Group, altogether employs more than 700 people. In 2023/2024 the Group turnover was over £113 million.



Outward organisation chart



Job description

Job title:	Director of People and Corporate Services
Location:	Based at Newlon House, London, N17. Hybrid-working benefits are available.
Salary:	£74,865 (38 hours per week). This a full time role but we may consider part-time.
Reporting to:	Outward Chief Executive
Responsible for:	Senior managers – Human Resources, Learning and Development, Digital and Marketing/Communications.

A. Main objectives

As the Director of People and Corporate Services you will lead, direct and provide strategic oversight for:

- Human Resources
- Learning and Development
- Corporate services - Marketing and Communications and Digital transformation

As a member of the Senior Leadership Team, you will participate fully in the corporate management, decision making, planning and strategy development of Outwards quality and health and safety agenda and provide advice and direction to the Executive Team and Board , contributing to the overall effectiveness of the organisation.

You will be an exemplar of great leadership, visibly modelling the behaviours aligned to our values. You will promote and foster a culture of collaboration, inclusivity, integrity, quality and accountability in all areas of the charity.

As part of the Outward executive Team you will be responsible for the effective delivery of the Business Plans and Strategic objectives.

B. Specific tasks and responsibilities

1. Human Resources

To:

- a) Oversee development and implementation of programmes, initiatives, and ideas to enhance and maintain staff well-being across the organisation.
- b) Lead the development and implementation of Outward's Workforce, EDI, Learning and Development and staff engagement strategies
- c) Oversee the development of strategies to identify talent; establish and oversee effective, equitable and inclusive recruitment process.
- d) Advise and inform the CEO, Board and senior colleagues on strategic issues relating to Human Resources, People management and organisational culture.

- e) Provide leadership and direction to ensure compliance with all statutory employment related law and regulations.
 - f) Maintain in-depth knowledge of changing employment regulations and implement policies, procedures, and systems to ensure regulatory compliance and reduce the organisation's employment law risks.
 - g) Assess organisational needs with the Senior management team to identify professional learning and growth opportunities to support employees' ongoing professional development.
 - h) Oversee development and dissemination of HR policies and procedures that maintain and improve employee relations and shape organisational culture.
 - i) Oversee the management and appropriate resolution of complex employee relations issues; where applicable, commission and support effective, thorough, and objective investigations.
 - j) Ensure that HR performance reporting is accurate, timely and relevant and HRIS systems are fit for purpose.
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2. Corporate Services

To:

- a) Provide leadership, support and guidance to the Digital and Marketing and Communication teams.
 - b) Ensure Digital and Marketing Teams are delivering key objectives in Outward Business plans and strategies and in collaboration with senior managers from service delivery teams.
 - c) Provide strong project management oversight to ensure key projects are delivered on time, on budget and effectively.
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3. Strategic Planning and Organisational Leadership

As a member of the Executive Leadership Team to:

- a) Make a major contribution to the strategic direction of the organisation, supporting and enabling the delivery of the Business Plan and Strategy
- b) Demonstrate a strong commitment to the principles of equality, diversity and inclusion to benefit the organisation, leading to improved and inclusive business performance
- c) Be a confident role model and leader, ensuring you reflect the values of the organisation; Know what it takes to motivate your team and ensure they have the right tools to do the job;
- d) Empower your teams to develop and grow, leading with trust and showing appreciation.

No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

Person specification

What are we looking for?		Essential (E) Desirable (D)
Experience	Experience of managing a Human Resources specialist function including Organisational Development and Learning and Development functions.	E
	Experience of reporting to a Board and being part of a senior management team.	D
	Experienced in managing and motivating staff at a senior level.	E
	Experience of dealing with complex employee relations issues, disciplinary and grievance issues.	E
	Proven ability to contribute to and drive wider organisation strategies and functions, including managing change effectively.	E
	Track record in building up productive working relationships, both internally with team colleagues and other staff and externally with key contacts and networks.	E
	Experience of good financial management including budget setting, monitoring and attaining value for money.	E
	Evidence of having implemented effective Equality and Diversity policies and procedures	E
	Demonstrable knowledge of UK law and EU regulations in Employment	E
	Evidence of having led successful major change projects.	D
	Overseen the development, and successful delivery of marketing and/or internal communication strategies.	D
	Led on digital projects – identifying and embedding new digital solutions to improve business functions and efficiencies.	D
Qualifications	Educated to degree level is desirable.	D
	Fully Qualified Chartered Member of the CIPD.	E
	Project management qualification.	D

What are we looking for?

Essential (E)
Desirable (D)

Skills	Articulate and fluent and able to communicate effectively in person and in writing with people from different backgrounds and in different contexts.	E
	A strong understanding and ability to contribute to the advancement of diversity, equity, and inclusion (EDI) at organisational and partnership levels.	E
	Ability to deal with conflict effectively, and to manage difficult situations confidently and calmly; demonstrated ability to coach and counsel both executive-level management and employees.	E
	Ability and confidence to represent Outward and to develop effective partnerships and networks.	E
	Able to work with colleagues, voluntary Board members and staff to develop and operate People strategies and policies.	E
	Demonstrable understanding of the importance of monitoring quality and performance.	E
	Ability to identify and appropriately respond to strategic risks.	E
	Ability to write clear, structured reports for Executive team meetings, committees and boards as required.	E
Personal Attributes	IT literate and good level of IT skills and the ability to adopt and implement new systems.	E
	A deep personal and professional commitment to equity, understanding of best practices, and experience in building inclusive and engaged workplaces, cultural awareness, and sensitivity.	E
	Ability to coach, develop and support staff.	E
	Ability to influence and inspire colleagues, other agencies and key stakeholders.	E
	Strong commitment to the mission and values of Outward and our vision in relation to supporting people with life barriers to have greater independence and achieve personal aspirations.	E

Summary of terms and conditions of service

Post:	Director of People and Corporate Services
Salary:	£74,865 per annum. There is a cost of living salary review each April.
Pension:	Social Housing Pension Scheme – Defined Contribution section (SHPS DC) employer contribution 5%, employee 3%. Outward also operate a salary sacrifice.
Annual leave:	25 days (not inclusive of bank holidays).
Training:	Outward operates a positive approach to training and encourages all staff to develop to their maximum potential through both in-house and external training courses.
Head office:	Our head office is a purpose built office in Tottenham Hale, just 2–3 minutes' walk from rail, tube and bus services.
Probationary period:	The appointment will be subject to a six month probationary period.
Working hours:	Normally 38 hours a week. However, senior staff should expect to work occasional additional hours including attending evening meetings.
Hybrid-working:	Hybrid-working offered.
Other conditions:	All offers of employment are subject to satisfactory references relating to your last 3 years of employment. We will also require you to complete a health questionnaire to enable us to identify whether any adjustments are needed to enable you to carry out the role.
Other benefits:	<p>We value everything our staff do for the people we support, so we provide a great benefits package:</p> <ul style="list-style-type: none">• Comprehensive Learning & Development Programme• Computing Scheme• Credit Union Scheme• Cycle-to-Work Scheme• Death in Service Benefit• Health Assured – Employee Assistance Programme• Eye care vouchers• Flu jab reimbursement• Long Service Awards

- Purchase additional annual leave
- Refer-a-Friend Scheme
- Loans (including season tickets and parking permit loans)
- Blue Light Card

These terms and conditions are given for guidance purposes. The conditions outlined above are given without prejudice and do not form part of any legally binding employment contract.

Key dates

Closing date:

10am, Monday 19th August.

Online assessments:

Assessments will take place between Thursday 22 August and Monday 2nd September.

Interviews and presentations:

Thursday 4th and Friday 5th September.

Job advert

Director of People and Corporate Services – Outward

Based: Tottenham Hale, London N17 (Hybrid working offered)

Full-time – 38 hours per week

Salary: £74,865 with annual cost of living review

Outward is a charitable organisation, based in North East London, supporting people with learning disabilities, autism, young people and older people, to overcome life barriers and live fulfilling lives.

We are part of the Newlon Group and a subsidiary of Newlon Housing Trust.

We are looking for a new Director of People and Corporate Services to join our executive leadership team. You will lead on our human resources, learning and development, marketing and communications and digital functions.

It is an exciting time at Outward as we are about to develop a new long-term strategy to guide our charity from 2025 into the future. We are financially strong, have 'Good' CQC ratings and reputation, new service developments in the pipeline and innovative and exciting change management projects in their early stages. As Director of People and Corporate services, you will be the lead director for two of these key projects – our Equality, Diversity and Inclusion and Digital strategies.

Our ideal candidate will have led on human resources and learning and development functions at a senior level and be a fully qualified chartered member of CIPD. You will need to be organised, an excellent communicator and skilled in delivering major change projects. A real commitment to equity, understanding of best practices, and experience in building inclusive and engaged workplaces, cultural awareness, and sensitivity is essential.

Outward is all about values, not profit, and everything we do is focused upon 'Engaging, Enabling and Empowering' our people. So, if you want a role in a friendly, customer focused charity where you will end each day knowing you are really making a difference to people's lives, please download our pack and, if you meet our person specification, we do hope you apply.

Please visit <https://www.outward.org.uk/join-us/job-vacancies/> to find out more and apply.

Closing date for applications: 10am, Monday 19th August 2024.

Online assessments will take place between Thursday 22nd August to Monday 2nd September 2024

Interviews which will include a presentation are planned for 4th and 5th September 2024.

No agencies please.