



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack

Head of People & Culture

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **15th June 2025 at 11:59pm** and interviews will be held on week commencing **23rd June 2025**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

If you have any questions about the role, contact people@otrbristol.org.uk

Role Summary

Job Title	Head of People & Culture
Salary	OTR Band D Starting salary £43,143 - £47,281 (depending on experience)
Hours	37.5 per week (with some evenings and weekends as part of building cover)
Contract	Permanent
Leave	Flexible – our basic entitlement is 32 days (pro rata), however OTR operates a flexible annual leave policy which entitles you to request as much leave as you would like and need
Pension	With The People's Pension – up to 3% employer contribution on qualifying earnings
Location	Based at OTR, 8-10 West Street, St Phillips, Bristol, BS2 0BH, but with regular travel across OTR's geographical footprint - Bristol, North Somerset, and South Glos. (BNSSG), with the option of some home working (ratio of 3:2 office-based days)
Accountable to	CEO
Job Purpose	<ul style="list-style-type: none"> • To hold oversight of the organisational people and culture strategies, and work with the Chief Executive and Senior Leadership Team to influence and develop OTR's strategic direction. • To provide professional and specialist HR advice and guidance to the Board of Trustees, Senior Leadership Team, Management Team, and OTR staff and volunteers. • To work with OTR's EDI consultants and SLT on delivering OTR's Equity, Diversity, & Inclusion strategy, promote and develop best practices in EDI, and contribute to development of EDI work across the wider organisation. • To work alongside the CEO on the continued development of organisational culture and employee experience to reflect our values and mission. • To ensure that HR policies and practices are implemented and comply with employment law, HR good practice, and support the employee experience. • To manage and develop the recruitment, selection and onboarding process to ensure compliance with safer recruitment and other relevant policies and good practice, an effective employee onboarding experience and alignment with the organisation's commitment to equality and fairness. • To lead the development, management and maintenance of OTR HR Information System (HRIS), and recruitment applicant tracking system (ATS). • To support the wider functions within OTR's central support service, including Finance and Facilities. • To report on all areas of operational responsibility to the CEO as well as external stakeholders and Board of Trustees as required.
Key Relationships	<ul style="list-style-type: none"> • CEO • Head of Finance & Facilities • OTR Senior Leadership Team • OTR Management Team • HIVE Team • HR Advisor • OTR Staff & Volunteers

Role Description

People Management	<ul style="list-style-type: none"> • To ensure the provision of a professional HR advisory service to the organisation, advising on complex and sensitive organisational and people issues to ensure appropriate action is taken in an effective and timely manner, and that risk is managed and minimised. • To lead OTR's people processes relating to the full employee lifecycle. Including recruitment and selection, induction, performance management, attendance and absence, workforce planning, redundancy and exit processes. • To educate and guide managers on employee relations issues. • To support managers with employee wellbeing management, including making occupational health referrals, and implementing recommendations including reasonable adjustments. • To support the learning and development of, and share skills and knowledge with, OTR managers to ensure consistency of approach to people management processes. • To continue to develop and implement effective induction and onboarding processes for new staff. • To contribute to the continual development and delivery of an annual programme of training to meet the needs of the organisation, working with external learning providers where necessary and appropriate. • To manage the annual staff and volunteer survey process, provide analysis and publish results.
Policy & Process	<ul style="list-style-type: none"> € To maintain an up-to-date knowledge of employment legislation and associated legislative changes and lead the development and implementation of HR Policies. € To ensure that the organisation's HR policies and practices are legally compliant, reflect good practice and are risk assessed, whilst meeting the needs of the organisation. € Continually review, evaluate and revise areas of HR, recruitment and people management practice to support OTR's objectives. € To stay updated on HR technology trends and leverage the new HRIS (Human Resources Information Systems) to streamline HR processes and enhance data management. € Ensure robust and confidential monitoring of all HR systems and data. € Use data from the HRIS to provide informative and useful reports to support management to proactively deal with potential issues, e.g. high levels of absence. € To lead in ensuring systems and processes facilitate efficient reporting to senior management and the board of trustees. € To work with the Head of Finance & Facilities to review OTR's employment package regularly to ensure a fair and consistent offer to all OTR employees.
Development	<ul style="list-style-type: none"> € To lead on implementing HR strategies and plans, creating actionable steps to deliver the short and long-term objectives of OTR. € To work alongside the CEO, Senior Leaders and Team Managers to support the planning and delivery of new projects and services. € Continually review, evaluate and revise areas of HR, recruitment and people management practice to support OTR's objectives. € To develop and maintain relationships with external networks and other HR professionals to ensure the best use of current practice, methodology and ideas.

	<ul style="list-style-type: none"> € To oversee, manage and further develop the annual review cycle, to ensure it meets the needs of all OTR employees. € To develop and oversee an audit process to ensure compliance with HR policies and procedures. € To undertake project work as required which may include carrying out research, producing reports, and development and delivery of training. € To support the ongoing development of OTR governance and business planning.
EDI & Culture	<ul style="list-style-type: none"> € To promote and develop good practices in equity, diversity and inclusion across all HR functions, and contribute to the development of EDI work across the wider organisation. € To work alongside SLT and external consultants to create an inclusive workplace that addresses inequality and builds a culture of trust which enables people to speak up, feel safe, and advocate for others. € To develop strategies to build EDI understanding and capability at all levels of the organisation. € To maintain awareness of key issues relating to EDI, and how to ensure they are challenged and addressed within the workplace. € To attend and support the development of OTR's Race & Equality Working Group. € To lead on the organisation's approach to supporting employee wellbeing, including regular review of OTR's wellbeing support package, and working to develop the newly established employee voice and wellbeing Group. € To use data and qualitative information (e.g. recruitment data, staff surveys) to monitor and report on progress.
General	<ul style="list-style-type: none"> € To provide direct line management to the HR Advisor and support their development to provide a high-quality HR service to all of OTR's staff and volunteers. € Supported by the HR team, ensure that HR administration and recruitment tasks are being undertaken appropriately and that internal systems are being used effectively by the Management Team and employees. € To contribute to internal and external communications at OTR as required. € To support the Head of Finance with processing Payroll. € To engage in training and development appropriate to the role. € To commit to the core values of OTR, including young people's empowerment and participation. € To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially concerning Equity, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding. € To ensure all paper and electronic personal records are always managed and stored safely and in accordance with OTR data protection policy. € To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Demonstrable and relevant education, learning and experience in line with the requirements outlined within the role. • Minimum CIPD Level 5 Human Resources Management qualification, or equivalent experience. • Evidence of ongoing professional development. 	<ul style="list-style-type: none"> • A specialism in employee experience, relations, EDI, or wellbeing.
Experience	<ul style="list-style-type: none"> • Significant experience in an HR role, at senior management level. • Experience of managing complex employee relations issues. • Experience coaching and advising others on HR issues. • Experience of leading disciplinary and grievance procedures. • Experience of developing and embedding robust policies and procedures to a high standard. • Experience of leading organisational change and developing culture and strategy. • Experience managing recruitment and selection processes. • Experience of setting up and developing HR and recruitment systems, databases, gathering data and producing reports. • Experience of influencing and liaising at senior management level. 	<ul style="list-style-type: none"> • Experience of working within a values-led organisation. • Experience of working with volunteers. • Experience of working in the voluntary sector.
Knowledge	<ul style="list-style-type: none"> • Knowledge and understanding of key issues affecting HR. • Excellent knowledge of employment law, data protection law, EDI best practice, and HR best practice, with a commitment to consistently developing this knowledge. • Knowledge of HR systems and databases. • Knowledge of Recruitment and Selection policies and best practice. 	<ul style="list-style-type: none"> • An understanding of Charity governance. • Familiarity with Microsoft systems and software.
Skills & Abilities	<ul style="list-style-type: none"> • Ability to maintain confidentiality and act with respect, discretion and diplomacy. 	

	<ul style="list-style-type: none"> • Ability to establish, build and maintain successful professional relationships with staff and external stakeholders. • Ability to combine attention to detail with a broad perspective, with experience of using qualitative and quantitative methods to make strategic business cases. • Excellent leadership skills with the ability to develop and motivate others. • Excellent written and verbal communication and presentation skills, able to present complex information to a range of audiences. • Good numeracy and literacy skills. • Excellent IT skills. 	
Personal Qualities	<ul style="list-style-type: none"> • Approachable, personable, empathic and responsive. • Resilient; able to model good self-care. • Values led with a personal commitment to equality, diversity, social justice and change. • A strong personal interest in and commitment to the mental health and wellbeing of children and young people. 	
Other	<ul style="list-style-type: none"> • Access to own transport and ability to travel to multiple sites across Bristol, South Glos, and North Somerset, sometimes on the same day. • Willingness to work flexibly, including some evenings and weekends. 	<ul style="list-style-type: none"> • A full, clean driving licence.

About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 60-year history and is proud to be reaching more young people than ever before (over 17,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing information and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy, healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, and many in-house events and initiatives.

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What we value:

- **Championing Humanity:** valuing the inherent dignity of each and every person, supporting and celebrating expression of identity in all its forms
- **Being Curious:** taking an interest in how things work and could be improved, noticing and exploring perceptions and experiences whether collective or individual
- **Positive Disruption:** naming systems, structures, and attitudes that hinder supportive social change, seeking ways to overturn barriers to progress
- **Seed Sowing:** with an eye to the potential of the long term, seizing present moments and opportunities to set in motion shifts to benefit young people
- **Deeply Rooted:** carefully developing systems and processes that ensure our operations are secure, safe and dependable, supporting effective communication and making accountability clear

What we believe:

- Our offer should be inclusive of all cultures and identities
- Young people have unique strengths, interests and circumstances
- The world around us impacts our wellbeing
- Placing young people at the heart of our work
- Innovating and evolving to improve our offer for young people
- Relationships are what make the difference
- The power of partnerships