

Job Title
People Services Manager – Level 4B
The Role
This role leads the HR service provision throughout TCV. Responsible for the delivery of the annual operational People Plan, working in partnership with TCV Leaders, external stakeholders and colleagues across the organisation, this role helps TCV by effectively organising and managing its resources to achieve TCV's goals and creating an environment where people can do their best every day. The People Services Manager, through leading and managing a small team, will be responsible for implementing the People Plan and driving initiatives such as Equality Diversity & Inclusion, Reward & Recognition, Learning & Development, and employee engagement, as well as business as usual HR service provision. The payroll function will also report to the People Services Manager. The People Services Manager will be responsible for implementing the people and organisation aspects of the TCV Transformation Programme, covering organisational design and HR / IT / Finance systems replacement and developing a culture of HR business partnering within the People Services team and wider organisation.
Key Responsibilities
• Work closely with TCV's leadership community to agree and deliver a robust People Plan aligned to TCV's priorities. • Lead, manage, develop, and motivate the People Services team to provide effective business partner and customer centred advisory and support services on all aspects of employee relations, recruitment, learning & development and organisational change. • Responsible for the implementation and monitoring of the Equality, Diversity & Inclusion plan. • Lead the People Services team to ensure sound HR policy and procedural advice and guidance is provided to managers and employees and interpretation of employment law is applied to manage and mitigate people risk. • Take a lead role in promoting a healthy working environment by managing and implementing holistic health and wellbeing resources. • Support the Director of Central Services with the implementation of the Reward and Recognition strategy. • Responsible for overseeing the delivery of employee and manager induction which engages people in TCV's mission, vision, and values. • Lead the development and implementation of a Learning & Development offering, working with leaders to identify and provide solutions to learning and development needs and ensuring sound compliance with mandatory / essential training expectations. • Responsible for the development and implementation of a suite of HR management information and analysis to for Leadership Team and governance committees to inform decision making and manage risk. • Represent the People Services function at the Policy Review Committee (PRC), ensuring that HR policies are developed, refreshed and maintained in adherence legislative requirements and within the TCV governance cycle. • Provide HR expertise and project management support to TCV projects at an early stage to positively influence and shape the people and organisational elements and deliver on time, to cost etc. • As People Lead, attend the quarterly Governance & Remuneration Committee (GRC), to provide reporting and assurance on TCV workforce data, including demographics, engagement, morale, learning & development, organisational culture, wellbeing, equality diversity and inclusion, and employee relations climate.

Person Specification	
• Experience of managing a People / HR function with responsibility for multiple sites. • CIPD qualified to Level 7. • Experience of implementing and optimising HR systems and self-serve ways of working to enable value-add, customer-centred HR Business Partnering. • Effective HR Business Partnering experience across the People Agenda including Learning & Development. • A self-starter who can enthuse and inspire others to deliver TCV's strategy. • Attention to detail and ability to manage multiple deadlines. • Up to date knowledge and applied experience of employment regulation and law and how to mitigate risk. • Experienced people leader, familiar with what it takes to create great places to work. • A confident communicator, able to operate persuasively and influentially at all levels across a range of stakeholders. • Demonstrable experience of successful project and change management. • Experience of applying strategies and resources to influence equality, diversity and inclusion in a similar sector / organisation with a range of audiences. • Successful budget management in a comparable organisation including evaluation of competing budgetary priorities within tight financial limits.	
Core Skills & Knowledge	Size and scope
The skill level for this role is Advanced. • Communicating Effectively • Delivering Results • Working effectively as One Team • Understanding TCV and the Strategy • Delighting Customers • Building Effective Relationships • Managing change and innovation • Leading People and building talent and capability • Effective decision making	Location: Based in Doncaster/ hybrid working, with some travel to TCV sites. Reports to: Director of Central Services Direct Reports: 3 Scope: HR services including Payroll.
Regulatory Requirements	TCV Values & Behaviours
• Adherence to TCV policies and procedures, including GDPR, Health and Safety and Safeguarding. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the organisational Safeguarding Policies and procedures is an essential requirement of all employees as is participation in related mandatory training. • Ensuring legal compliance with relevant sector legislation as set by the appropriate governing bodies, e.g. Charity Commission.	• Make stuff better. • Make a positive environmental impact. • Crack on and muck in. • Make a difference. • Be the best that we can be. A behavioural framework accompanies our Values that allow us to measure how we will demonstrate these through our day-to-day work. The framework forms part of our Annual Performance and Development Review (APDR) process.