

JOB DESCRIPTION

JOB TITLE: Head of People and Culture

DATE: September 2026

OVERALL PURPOSE OF THE JOB

Provide high-quality leadership and oversight on the development and delivery of the Trust's People & Culture strategy in accordance with the highest standards of good practice in the charity sector and ensuring that all statutory obligations are met. Maximise the impact of NWT's HR and Volunteer functions, enabling NWT to deliver impactful work which meets the needs of internal and external stakeholders.

The position manages

- a) the provision of effective and professional human resource (HR) services and advice. This includes the design and day-to-day implementation of relevant HR policies and strategic initiatives to ensure we recruit, retain and promote highly skilled and motivated people in every area of our work.
- b) The development of the Trust's infrastructure of volunteer support and development of the volunteer experience. The contribution of volunteers is integral to the success of NWT and important to its future development.

Key elements to the role will be the ability to work collaboratively with a diverse and committed group of managers and their teams; be 'hands on' when required; and encourage an organisational culture that supports effective behaviours and ways of working that demonstrate clear commitment to the Trust's values, mission and vision.

REPORTING TO: Director of Finance and Support Services

REPORTING TO JOB HOLDER:

HR team - currently -HR Manager, HR & Training Officer, HR & Volunteer Officer, Volunteer Coordinator and in the future -Traineeship Coordinator (2027/8)

OTHER WORKING RELATIONSHIPS

Within the organisation

Directors, managers, staff, trustees and volunteers

Outside the organisation

Staff within other statutory and voluntary organisations, external recruiters, peers in other Trusts, occupational health provider, payroll provider, auditors, HMRC, suppliers and other regulatory and advisory relationships.

MAIN DUTIES

Organisational leadership and strategy development

- Apply knowledge and expertise in specialist People & Culture areas, providing innovative ideas and solutions.
- Lead on the development and implementation of the Trust's People & Culture Strategy, ensuring it meets organisational priorities and promotes diversity, inclusion and equality among staff and volunteers, periodically reviewing strategy outcomes to ensure it remains relevant to changing organisational needs.
- Develop and govern HR policies, procedures, and guidelines as required, and promote consistency and fairness in their application – ensuring all required legislation is adhered to, and ongoing learning of HR policy and practice takes place.
- Provide the framework for a joined-up training culture building on the leadership training programme.
- Maintain and develop People & Culture information systems and explore new technologies where appropriate – introducing and overseeing the preparation and analysis of HR metrics and providing feedback that supports decision-making in specified areas.
- Provide regular advice, guidance and, where necessary, challenge to the Senior Leadership Team on strategic people management, performance and development issues.
- Maintain relationships with external networks and keep up to date on legislative requirements relating to people and volunteer management, taking necessary action and advising the Director of Finance and Support Services and others as appropriate.

Team leadership

- Lead a team of specialists responsible for the day-to-day delivery of HR and volunteer services and further develop effective teams that are responsive and agile, and meeting expectations of internal and external stakeholders.
- Promote the professional development of the team and facilitate ongoing performance management including but not limited to; objective setting, identifying learning and development needs, coaching, and wellbeing.
- Create and maintain key performance indicators – ensuring external good practice and thinking is reflected internally.
- Ensure People & Culture information systems are developed and maintained to meet organisational requirements.
- Support cross-organisational working practices that ensure the People & Culture team influences, and is influenced by, organisational discussions and decisions.

Organisational support and services

- Take responsibility for the core deliverables of the People and Culture team.
- Assess current and future workforce needs and develop resource plans to support business delivery, working closely with the senior leadership team and managers; oversee fair and effective processes to attract and bring on board new staff while processing learning from the experiences of those who leave.
- Stimulate staff engagement and involvement, including working with the Staff forum, and leading on staff surveys, ensuring feedback is used to generate reflection, learning and improvement.
- Ensure an appropriate reward strategy and structure is transparent and in line with organisational values.
- Oversee annual processes to assess and update staff pay and benefits, ensuring good performance is valued and adjustments are implemented fairly.

- Ensure Safeguarding, Equality Diversity and Inclusion, Health and Safety and GDPR policies and reporting mechanisms are clear and accessible to all staff and kept up to date: play a key role supporting teams to be aware of their responsibilities while promoting a culture where observance is the norm and where everyone contributes to a safe and positive working environment.
- Encourage and strengthen a culture and practice of People & Culture planning – ensuring People & Culture considerations are reflected accurately in new programme design and annual planning processes.
- Act as an innovative, transformational manager who provides the appropriate challenge and/or support to senior managers and their teams facing major change.

Good people management practice

- Advocate for good practices that promote the development and wellbeing of all Trust staff, including contributions to further safety, mental health and work/life balance.
- Work with the Strategic Leadership Team to provide effective forums for staff and volunteer feedback.
- Develop and support leaders and people managers across the organisation to organise and deliver their priorities effectively through their teams.
- Champion and advance diversity within the organisation.
- Promote and encourage our people to live the Trust's values.
- Ensure performance review systems are updated, implemented regularly, and lead to positive interaction and follow-up among staff, assisting in identifying ways staff recognition and development initiatives can be met.
- Design and cultivate learning and development strategies to identify learning needs – working with others to ensure an appropriate range of tools, resources and development opportunities are accessible across the organisation.
- Deal with escalated people issues and manage them to resolution

Other ad-hoc duties

Undertake other ad hoc duties and projects as agreed with the Director of Finance and Support Services following the One Team ethos of the Trust.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

- Sound and up-to-date understanding of HR and organisational development practices, including but not limited to, change management, resourcing, compensation and benefits, policy development.
- Ideally a degree holder in human resources or business studies or a similar discipline, or equivalent experience.
- CIPD membership at Chartered Member level or equivalent experience.
- Strong understanding of fundamental payroll processes, employment law and best practice in recruitment, people data management and reporting and employee relations.
- Significant and proven experience of leading and managing HR functions.
- Track record in developing and delivering HR/people strategy.
- Experience of managing and delivering HR/people projects.
- Experienced leader and budget holder – having operated at a senior level in comparable organisations and managed teams and budgets.
- Proven experience of building and maintaining relationships at a senior level providing new opportunities to influence change.
- Ability to think and plan at strategic and operational levels.
- Ability to balance a strategic approach with hands-on work.
- Communicate sensitively and effectively with a wide range of people
- Lead and motivate others to achieve a positive and inclusive team ethos.
- Overcome barriers and find solutions to complex problems, sometimes in challenging and stressful circumstances.
- A willingness and ability to adjust to multiple demands, shifting priorities, and demonstrate flexibility.
- Satisfactory DBS check

DESIRABLE REQUIREMENTS

- Knowledge of charity sector.
- Knowledge and experience of working with volunteers.
- An interest in wildlife conservation.

LIMITS OF AUTHORITY

As per the Trust's internal Scheme of Delegation.

Direct responsibility for the People and Culture resources and budgets.

Provide specialist support in identified areas, giving professional advice and guidance to the organisation in order to meet legal and statutory requirements and mitigate any risks.

Access to highly confidential business and personal information.

HEALTH AND SAFETY

Adhere to the Trust's Health and Safety Policy, ensuring that all reasonable care is taken to ensure a healthy and safe working environment.

Personal risk assessment provided with contract and reviewed annually as part of Annual Performance Review.