



## **JOB PROFILE**

**Post Identification:** Head of HR and Internal Operations

**Reports to:** Chief Executive Officer (CEO)

**Job Purpose:** To provide a comprehensive HR Service for the charity, to provide strategic leadership and oversight for wider office services including IT, data security, facilities and governance support.

**Hours of work:** Full time (36 hours per week)

**Location:** Office based or hybrid (with up to 2 days per week working remotely)

*Our office is currently based in Fetcham, Surrey.*

Sensory Services by Sight for Surrey is a charity that works with children and adult's across Surrey who are Deaf, hard of hearing, blind, partially sighted, and deafblind. The charity is well established, having operated for over 100 years.

### **Our Vision**

Our vision is an inclusive Surrey, where people who are Deaf, hard of hearing, blind, partially sighted and deafblind, can live life with freedom, choice and respect.

### **Our Mission**

- Our mission is to empower and enable people to achieve their goals, overcome barriers and obstacles, and have the skills and confidence to navigate life. We offer expert support, services, and advice across Surrey delivering our work in homes, communities, and from our main office hub.
- At the heart of our mission lies a deep commitment to equality. We advocate for accessibility and inclusion, to ensure that people who are Deaf, hard of hearing, blind, partially sighted and deafblind can lead full and independent lives. We work in partnership with the people we support, and collaborate with families, professionals, and community partners.

## **Our Values**

We innovate

We empower

We respect

We include

We are accountable

We champion accessibility

## **Our Strategy**

As a charity, we have big ambitions for the future including the delivery of our current strategy which will enable us to achieve our 4 overarching strategic objectives to:

1. Remove barriers to enable every Deaf, hard of hearing, blind, partially sighted and deafblind person in Surrey to overcome challenges to live full and independent lives.
2. Enable more people, faster, to achieve their aspirations and goals.
3. Ensure people with sensory impairment and the Deaf community have the support they need to use technology and artificial intelligence (AI)
4. Set our charity up for the future by building capacity, capability, efficiency and resilience.

## **Work Context**

Sensory Services by Sight for Surrey is a charity that works with children and adult's across Surrey who are Deaf, hard of hearing, blind, partially sighted, and deafblind. The charity is well established, having operated for over 100 years.

We enable and empower around 10,000 people each year through a range of contracted and non-contracted services. We have approximately 120 staff, and around 150 volunteers.

This post is part of our Senior Management Team (SMT) which provides leadership to the organisation, and works closely with our Board of Trustees who are responsible for the governance of the organisation and set our strategic direction.

The successful applicant joins the charity at an exciting time, with a number of strategic projects already in action, a property move on the horizon, and culture, people and performance projects as part of our strategic plan.

This post has a wide remit as described in the job description, and we are seeking a candidate with a robust HR background and appropriate qualification, with the creativity and skills to lead and manage a diverse portfolio of work and projects.

This post has 3 direct reports, including an IT and Property Manager, a Data and Performance Officer, and an HR Assistant. The team will also include volunteers, who support with our work across the charity.

## **Job Description**

### **Principal Accountabilities:**

**The accountabilities fall under 7 areas:**

#### **HR**

1. Provide a comprehensive Human Resources (HR) service for the charity of circa 130 staff/contractors including supporting managers with their HR practice, liaising closely with Payroll services, development of our HR documentation, direct staff contact, strategic management of recruitment, and the management of retention plans, wellbeing initiatives and employee support offers.

2. Responsible for the management and delivery of organizational development including leading restructure and people and performance transformation programmes.
3. Responsible for working with the Remuneration Committee, and for managing the PRT (People and Remuneration Team).
4. Disclosure and Barring Service Lead for the organisation.

### **Property**

5. Responsible for project management of a property move.
6. Responsible for management of the office base/s, ensuring the property is accessible and welcoming to the people we serve, our staff, our volunteers and visitors.

### **IT and data security**

7. Responsible for leadership and oversight of all office management services including the maintenance of mobile and office telephone networks, computer networks and databases.
8. Responsible as Data Protection Lead for the organisation, including the implementation of a Data Protection Improvement plan.
9. Management of NHS Mail account and publication of annual data audit to ensure compliance.
10. Development of IT services to ensure compliance.

### **Policies and procedures, quality, and governance support**

11. Responsible for the management of policies and procedures.
12. Responsible for oversight and management of organisation-wide quality management, compliments and complaints management.
13. Act as the assistant company secretary.

### **Health and Safety**

14. Responsible for the management of all aspects of Health and Safety, including annual HASAW audit and risk assessments.

### **Financial management**

15. Responsible for managing a department budget within guidelines (circa £300k)
16. Responsible for the negotiation and management of all supplier contracts including an annual review of the performance of all supplier contracts and, where necessary, the retendering of supplier contracts to provide best value for the charity.

## **Senior Management Team**

17. Responsible for acting as a key part of the Senior Management Team (SMT) for the charity, which will include deputising for the CEO when required.

## **Person Specification**

### **Competencies Required:**

#### **Strategic Management and Operational Management**

Understands the objectives in the Strategy/Business Plan and how these contribute to our mission. Planning the team work plan to ensure all objectives are met.

#### **Making Things Happen**

Organising the priorities of self and others to ensure that quality support services are achieved. Ensuring that staff are clear about their responsibilities. Planning resources effectively. Demonstrate a consultative and informed approach to problem solving. Being able to liaise internally and externally within and between local authority, charity and commercial agencies. Managing crises effectively. Works with pace to make things happen, and ensures others are enabled and empowered to do the same.

#### **Communication**

Communicates information to the right people in a regular and timely fashion, using the best and most appropriate method possible to deliver outstanding internal and external customer service. Ensuring that important communications are accessible to others. Demonstrating an understanding of the communication needs of people with a sensory impairment and those who are Deaf and acting on feedback in order to constantly improve systems.

## **Developing Others**

Building the skills and capability of the team through supporting, motivating and coaching, to ensure that they are well equipped to do their work and meet new expectations. Support and motivate the team through supervision and appraisal, through appropriate feedback and delegation. Oversight of people development across the organisation, including the annual appraisal process in collaboration with other senior managers.

## **Embracing Change**

Seeks continuous improvement in all areas of our work. Open to new ideas and seeks these from others. Suggests where improvements could be made, through consultation with managers and staff. Adapt positively to change and feedback the impact of changes to the appropriate line managers.

## **Personal Impact**

Makes a positive impression on people as a consequence of their personal style, strengths, enthusiasm and credibility. Acting with integrity and in line with the principle of equality. Strives to develop the competencies that the organisation needs. Respects the opinion and expertise of others and role models continuous learning.

## **Customer Focus**

Builds good professional relationships internally and externally, ensuring that feedback is acted upon without delay to improve impact. Encourages and leads the team to reflect on the needs of those they provide services for and how to deliver it.

## **Use of IT**

A competent and confident user of technology. Uses IT to its fullest potential and enables others to do the same through effective training and the provision of up to date hardware and software with an eye on the horizon as to new and emerging technology that could support the charity, our staff and our volunteers.

## **Working Environment:**

### **Location:**

Office based or hybrid, but willing to work unsocial hours and in various locations in exceptional circumstances. If hybrid, working remotely up to 2 days per week.

## **Skills and Experience:**

### **Essential**

- CIPD qualification
- Minimum of five years experience in an HR management role within a similarly sized organisation
- Experience of leading restructure
- Experience of leading people and performance transformation initiatives
- Experience of direct line management
- Experience of project management
- Advanced organisation skills, including team diary management
- Excellent interpersonal skills with a wide range of audiences
- Good knowledge of IT and office software packages with the ability to provide organisational oversight and leadership in this area.
- Able to undertake duties and travel throughout Surrey.

### **Desirable**

- Project Management qualification
- Experience of providing strategic leadership for organisational IT and data security
- Experience as a Data Protection Lead
- Familiar by experience or trained as a company secretary
- Experience of managing a property move