



Strategic People Partner

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk

The team

The role you're applying for is in the People, Services and Products directorate. Here are 3 ways you can find out more about us:

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - <https://www.linkedin.com/company/citizens-advice/life/10eff46c-fc7c-445c-a04b-b63063a2e3bf/?viewAsMember=true>
3. Citizens Advice - <https://www.citizensadvice.org.uk/>



The role

Strategic people partnering focuses on aligning workforce planning and organisational design with overarching strategic objectives. It plays a vital role in shaping a high-performing, inclusive, and engaged culture while securing strong talent pipelines for the future.

This role demands expert leadership across multiple disciplines — including workforce planning, organisational development, succession planning, talent management, employee engagement, and leadership development — to drive sustainable growth and transformation.

Serving as a key link across the People Team, the role ensures subject matter experts are involved early and effectively, enabling timely and coordinated interventions.

As a senior leadership position, it brings together data, insight, and organisational development expertise to support executives in delivering measurable outcomes that

strengthen Citizens Advice's capability, culture, and long-term impact



Role

profile

Date: June 2025

Title:	Strategic People Partner
Band:	Head of Service - Lower
Reporting to:	Executive Director
Proficient salary:	£63,978 plus London Allowance if applicable

Location:	Hybrid within England & Wales	Travel H/M/L: M
Team overview:	<ul style="list-style-type: none"> • This is a unique and high-impact Strategic People Partner role at Citizens Advice. Unlike traditional People team roles, this position is embedded directly within the business, reporting into an Executive Director with a dotted line to both the Director of People Services and Products and the Director of Organisation Development for thought leadership and to enable consistency in approach across the organisation. • This structure provides a platform to influence organisational strategy from within, ensuring people and organisational development priorities are embedded at the heart of business planning and delivery. The role combines a deep understanding of the business area, the day-to-day and longer-term priorities whilst providing strategic oversight, enabling the Partner to anticipate organisational needs, lead cultural development, and drive workforce capability to deliver on Citizens Advice’s mission. 	
Role purpose	<p>Strategic people partnering involves aligning workforce and organisational design with strategic goals, shaping a culture of high performance, inclusivity, and engagement, and ensuring future talent pipelines are secured. The role requires expert leadership across workforce planning, organisational development, succession planning, talent management, engagement, and leadership development to enable sustainable growth and transformation.</p> <p>This role needs to act as a conduit between the different areas of the People Team and will play a central part in ensuring all relevant SMEs are included in early intervention</p>	

	This is a pivotal leadership role that brings data, insight, and OD expertise to the fore, supporting senior executives to drive tangible outcomes that enhance Citizens Advice’s capability, culture, and impact	
Key accountabilities	Key elements/Tasks	% of Time

Strategic Alignment & Stakeholder Engagement	<ul style="list-style-type: none"> • Alongside the implementation of organisation wide strategies, develop and implement directorate-level people and organisational development strategies based on data and insights gathered, and fully aligned to organisational goals and missions-based planning. • Act as a strategic partner to Executive Directors and senior leaders, providing high-quality challenge and advice that is based on a deep understanding of the work the area does and embeds people and OD thinking at the centre of strategic and operational decision making. • Build strategic, influential relationships across the business to champion and drive organisational development priorities, including culture shaping, leadership development, and talent planning. • Driving a focus on equity, diversity and inclusion through visible and inclusive leadership, demonstrating a commitment to social justice and taking action to reduce disparities in the directorate and organisation’s work. 	30%
--	---	-----

	<ul style="list-style-type: none"> • Lead the integration of workforce planning, succession planning, and engagement strategies into directorate business plans, ensuring long-term organisational resilience and EDI considerations are included at all times. 	
Talent & Organisational Development	<ul style="list-style-type: none"> • Lead directorate workforce planning, ensuring alignment with future organisational requirements and capability needs. Using data and sector insights to map out any potential gaps in skills or experiences needed for the business area to continuously develop. • Co-design, lead and implement bespoke organisational development initiatives for the directorate to meet the evolving needs of the business area and organisation, ensuring alignment with wider OD&D activities and organisational strategy. • Drive talent management strategies, including succession planning for critical roles, leadership pipeline development, and high-potential talent initiatives. • Develop and advise on retention strategies that strengthen engagement, motivation, and long-term workforce commitment. • Lead interventions to enhance organisational culture, fostering environments where colleagues feel empowered, valued, and aligned to Citizens Advice's values. Role model and facilitate 	25%

	<p>Directorate implementation of these values.</p> <ul style="list-style-type: none"> • Act as a connector for all other areas of the People and Strategy directorate to ensure all key SMEs are involved in the design and delivery of interventions needed to progress the development of the business area and wider organisation. 	
<p>Change Management</p>	<ul style="list-style-type: none"> • Lead and deliver directorate-level change management initiatives, applying robust change frameworks to drive successful transitions. • Act as a key influencer of cultural change, embedding values-led leadership and new ways of working to future-proof the organisation. • Build change capability within leadership teams, equipping them to lead and sustain transformational change initiatives 	<p>15%</p>
<p>Consulting & Coaching</p>	<ul style="list-style-type: none"> • Provide executive coaching and consulting to senior leaders to develop leadership effectiveness, emotional intelligence, and strategic workforce thinking. • Lead leadership development initiatives to grow management capabilities, enhance succession pipelines, and build future-fit leadership practices. • Champion continuous improvement and innovation in people and organisational 	<p>10%</p>

	development practices, role modelling best practice across Citizens Advice.	
Data-Driven Insights & Reporting	<ul style="list-style-type: none"> • Use advanced people analytics and workforce insights to inform strategic decisions, predict future workforce needs, and mitigate organisational risks. • Provide regular reporting and analysis to directorate leadership teams on talent, engagement, culture, workforce planning and succession planning progress and risks. • Translate complex data into actionable insights that strengthen business performance and leadership decision making. 	10%
Legal Compliance & Risk Management	<ul style="list-style-type: none"> • Ensure that all people and OD strategies implemented for the directorate comply with employment law, regulatory requirements, and sector best practices. • Advise on complex employee relations issues at a strategic level, ensuring legal compliance and safeguarding organisational reputation. • Proactively identify people-related risks and develop mitigation strategies in collaboration with senior leaders 	10%

Person specification

Essential Criteria (1-5 will be assessed at application stage)

1. CIPD Level 7 qualification or equivalent experience
2. Demonstrated experience of all aspects of the role with specific experience of strategic business partnering, workforce planning, culture transformation and change management in a complex organisational setting.
3. Demonstrated track record of leading major change and transformation initiatives, designing and delivering people and organisational development strategies that build long-term organisational capability.
4. Strong commercial and strategic acumen, with the ability to interpret and use people analytics to inform leadership thinking and drive sustainable business outcomes.
5. Exceptional relationship-building and influencing skills, engaging effectively at Executive and senior leadership levels to embed people and OD priorities within business strategy.
6. Excellent written and verbal communication skills, able to translate complex OD concepts into clear, compelling, and actionable advice.
7. Proven expertise in talent management and succession planning, ensuring future leadership pipelines are secured and developed.
8. Deep understanding of engagement, retention, and culture-building strategies, with the ability to design and implement initiatives that drive a positive employee experience.
9. Up-to-date, relevant and detailed knowledge of employment law and HR compliance, ensuring strategic advice balances innovation with risk management.

Desirable Criteria

1. Experience of working within the charity or not-for-profit sector, with an understanding of sector-specific challenges and dynamics.

Additional Information

- A commitment to continuous professional development (CPD) is essential.
- All roles at Citizens Advice require compliance with our Health and Safety, Equity, Diversity & Inclusion, and Safeguarding policies.