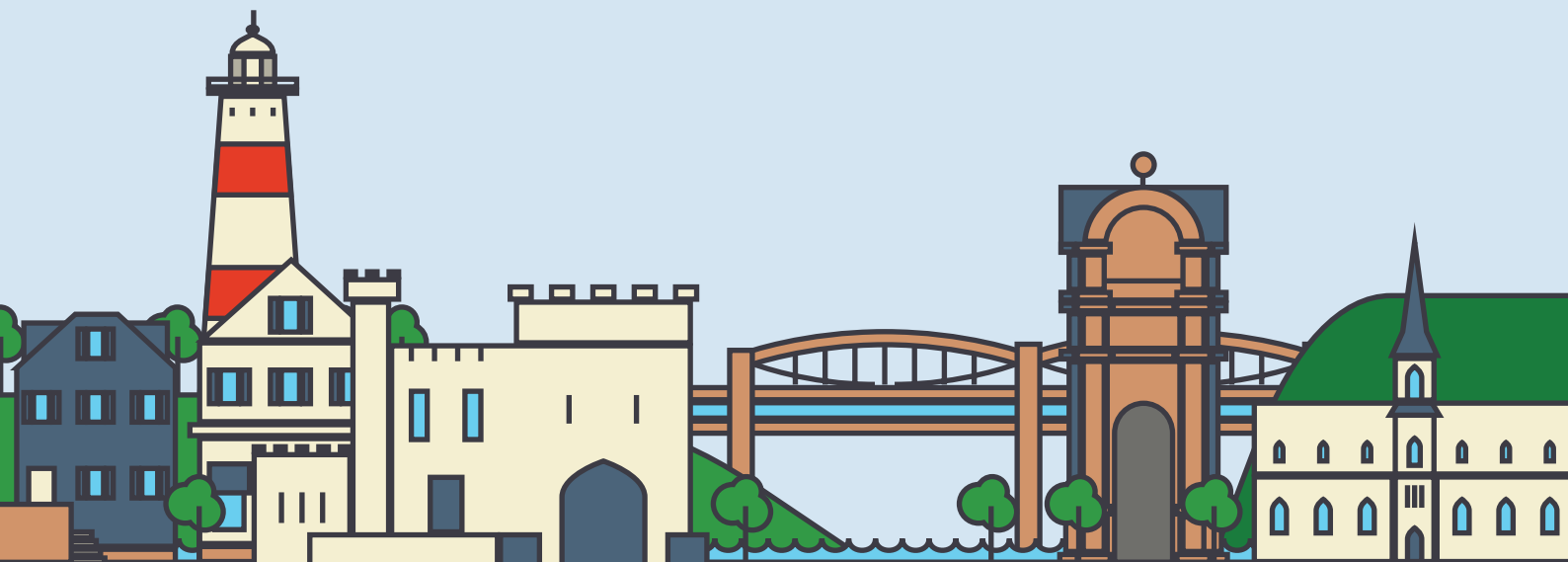


Recruitment pack

Head of Human Resources and
Organisational Development



About us



Our refreshed business plan house

Plymouth Community Homes (PCH) is a high performing, efficient and effective housing business focused on providing good quality homes and services for people in the city.

We are Plymouth's largest social housing landlord with over 16,000 properties providing homes to over 35,000 people in Plymouth.

As well as affordable rent, we also offer shared ownership homes and are part of some of the largest housing regeneration projects in the South West, including the North Prospect regeneration programme.

We don't just own homes; we are also a commercial landlord with over 170 shops and our head office at Plumer House serves as a business centre which is home to long-term business tenants.



About Plymouth

Plymouth, Britain's Ocean City, is one of the UK's most vibrant cities located along the beautiful South West coastline.

There's everything you'd expect to find from a modern yet historic city, including shopping, arts and entertainment, as well as a unique nautical past.

From Sir Francis Drake and the Spanish Armada to the Mayflower sailing in 1620, Plymouth has hundreds of years of history to uncover including the Barbican and Sutton Harbour with its quaint cobbled streets and picturesque harbour that is host to plenty of restaurants and shops to enjoy.

Located a short walking distance from the historic Barbican is the Plymouth Hoe, a beautiful green space overlooking the sea and home to the striking red-and-white striped former lighthouse, Smeaton's Tower.

Plymouth City Centre also offers excellent shopping including Drake Circus Shopping Centre as well as the West End with independent shops and the iconic Plymouth Market. Entertainment is always close by with a wide range of cinemas, restaurants, bars, museums, sports facilities and much more across the city, including the Royal William Yard, a collection of Grade I Listed military buildings converted to an array of homes and amenities.

Looking further afield, Plymouth also has mainline and local railway services as well as waterlinks to nearby Cornwall. You'll also find Dartmoor National Park on its outskirts with beautiful wild landscape for walking, cycling and exploring. Whatever the weather, there's always something to do in Britain's Ocean City.

Job profile

Head of Human Resources and Organisational Development

Responsible to: Director of Corporate Services

Corporate Services

A business focussed team of interrelated specialists working as partners with each other, and the wider management team and Board, to innovate, influence, enable and deliver the long term strategic vision of PCH.

We do this by providing tools, data and strategy which allows PCH to achieve its business plan through a highly skilled and engaged workforce, robust governance, and a leading edge approach to customer relations and service. This is underpinned by comprehensive strategic and operational planning and effective business performance management.

The PCH Senior Manager

Members of the Senior Management Team of Plymouth Community Homes are expected to demonstrate the competencies described in our competency framework. Of these the following are regarded as fundamental to senior level performance:

- Providing inspirational leadership which permeates the whole organisation and extends to our relationships with external partners and stakeholders.
- Taking ownership of the responsibility to lead business performance
- Being proactive agents of change to drive continuous improvement
- Taking a key role in influencing and driving the future direction of PCH
- Working in partnership with colleagues, Directors and Board.
- Acting as a proactive role model for the values and beliefs of the organisation and the housing sector.

Summary of Role

- To lead an effective, credible and proactive Human Resource function which operates strategically to create and sustain a high performing organisation through engaged, skilled and appropriately rewarded people.
- To provide excellent Human Resource advisory, learning and transactional services to the Board, Managers and staff to enable them to make a positive contribution to the success of PCH.
- To provide leadership in all aspects of people management.

Key Elements of the Role

Strategic Accountabilities

- Contribute to the overall development of PCH by contributing to strategic thinking, planning and decision making as an effective member of the Senior Management Team.
- Support the Chief Executive, Directors and Senior Managers by developing and implementing leading edge HR and organisational development strategies that enable and deliver our organisational objectives and cultural transformation.
- Ensure that people strategies are aligned to the current needs and objectives of the business, reflect the values in our brand statement, offer an environment in which employees will aspire to the highest standards of performance, and enable PCH to achieve its ambition of being a leading provider of homes and an employer of choice.

- To anticipate future organisational needs and emerging business drivers, political and employment changes and develop plans and strategies to meet them.

Functional Accountabilities

Business Partnership

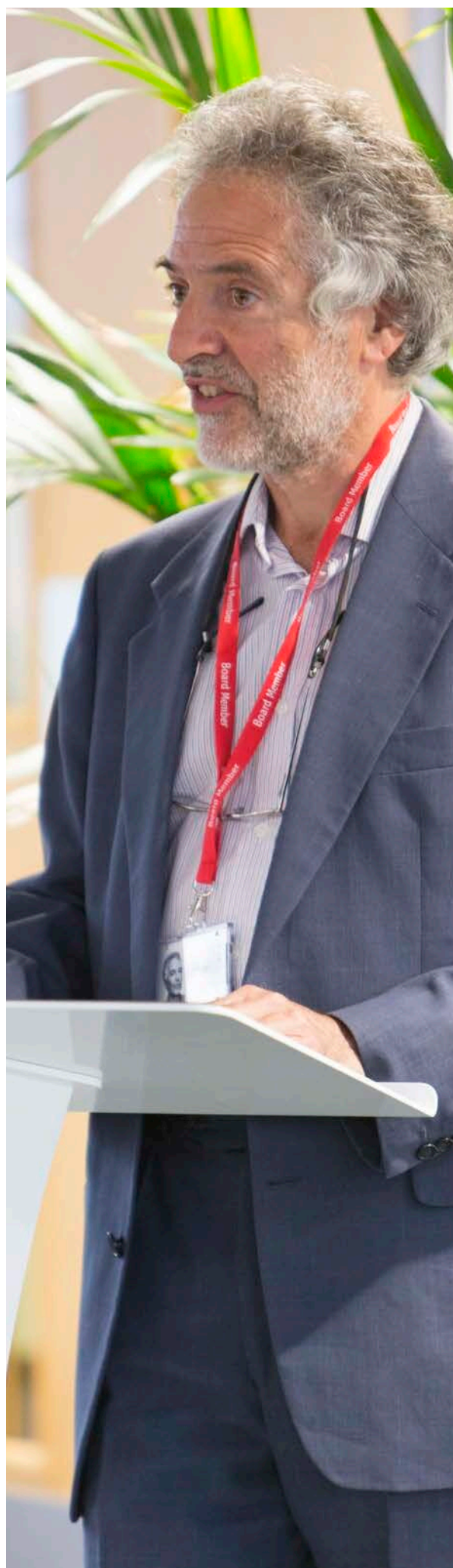
- To provide a high quality business partnership offering credible and informed support to managers by HR professionals who understand the business.
- Promote best employment practice and consistency whilst responding creatively and flexibly to the changing needs of the business.
- Provide professional advice to the Executive and Senior Management Teams on any HR issue relating to structural change, new initiatives or partnering arrangements ensuring legal and regulatory requirements are met.
- Develop, implement and continually review specific policies and procedures to meet legislative requirements, best practice and to impact on critical business issues.
- Provide strategic advice and support to Directors and Managers dealing with complex staffing casework.
- Support Managers to deal with performance and conduct issues promptly and effectively, in compliance with our policies and procedures.
- Support the work of the Board Remuneration Panel in setting and reviewing Executive Pay.

Performance, Learning and Development

- Create a culture of being a learning organisation, which aspires to excellence.
- Lead the organisation's organisational development and talent management function and ensure its activities and programmes are aligned to our business priorities and deliver high quality return on investment by maximising the potential of our people.
- Design and implement leadership, management development and talent management strategies to maximise business effectiveness and to provide options for succession planning.
- Assess and evaluate the Learning & Development programme and report its effectiveness to the Executive Directors.
- Lead on the organisations approach to Apprenticeships, maximising the benefits from the Apprentice Levy whilst supporting succession planning within the organisation.

Employer of Choice

- Lead on employee engagement strategy and promote good employee relations and culture change throughout the organisation through a variety of platforms and methods.
- To be a focal point for employee communications and managing the relationship with recognised trades unions.



- Develop and maintain a cohesive reward and recognition strategy which reflects our position as a leading provider and contributes to employee engagement and retention.
- Lead the development of strategies and initiatives to promote the image of PCH as an employer.
- Represent PCH externally and make a positive contribution to developing and sustaining our public image.

Human Resource Services

Provide a first class transactional service which responds to the needs of individuals and managers and delivers:-

- A reliable, accurate and audit compliant payroll service.
- An effective end to end recruitment and selection facility.
- Production of all contractual documentation and associated internal records which comply with legislative or policy requirements and timeframes.
- A full suite of HR records and regular performance matrix for managers to guide both strategic policy making and the management of individuals.
- Appropriate advice to managers and individual staff about employee benefits.
- The organisation's pensions arrangements including auto enrolment.

Financial Management

- Responsible for managing devolved HR and Learning and Development Budgets ensuring the function operates within limits and Standing Orders and Financial Regulations.
- Develop financial planning and budgetary strategies for HR and look creatively for opportunities to save cost and maximise business efficiency.

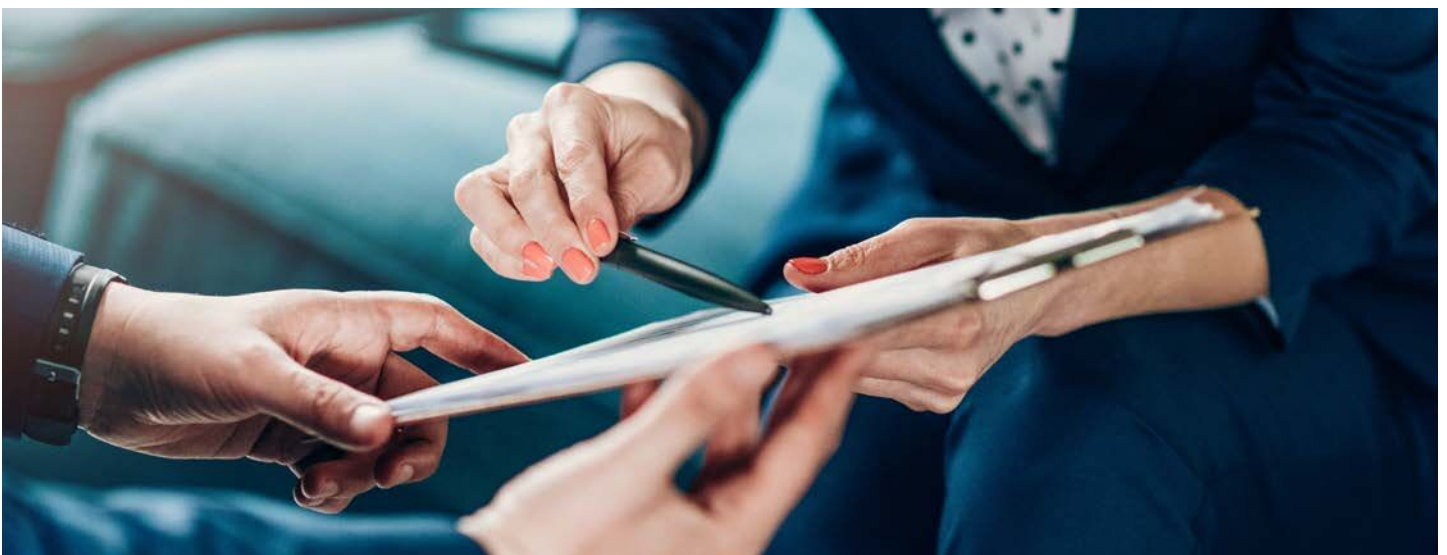
Corporate Responsibilities

Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes and Plymouth Community Homes Services business and be aware of the Data Protection Act 1998.

Standards of Business Conduct

Plymouth Community Homes and Plymouth Community Homes Services expect all employees to maintain the highest standards of personal and business conduct at all times. These expectations are set out in our Staff Handbook and Code of Conduct.



Health & Safety

The Post holder should be aware of the responsibility placed on employees, and in particular Managers, under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment. A senior manager's responsibility to uphold standards extends companywide beyond their own team.

Equal & Diversity

Plymouth Community Homes and Plymouth Community Homes Services is opposed to direct and indirect discrimination and aims to promote equal opportunities throughout Plymouth Community Homes and Plymouth Community Homes Services. Any employee of Plymouth Community Homes and Plymouth Community Homes Manufacturing Services is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, race, religion or belief, sex and sexual orientation, marriage and civil partnerships and pregnancy and maternity.

All employees must abide by the Plymouth Community Homes and Plymouth Community Homes Manufacturing Services Equal & Diversity Policy and Strategy and managers are expected to lead by example in this respect.

Risk Management

To be risk aware (but not averse) and ensure their teams embed a risk management culture and follow the Plymouth Community Homes Risk Management processes when participating in service planning and delivery.

Business Continuity

To participate in leading Business recovery planning and operational responses across the organisation.

Environment

Managers are expected to lead their teams so that they actively engage with our environmental agenda

Financial Governance

To safeguard and manage the resources of the organisation to achieve VFM and business effectiveness and to eliminate waste and malpractice.

Purpose of a Job Description

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible Plymouth Community Homes and Plymouth Community Homes Services reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.



Structure



John Clark
Chief Executive



Carl Brazier
Director of Homes and
Neighbourhoods



Gill Martin
Director of Corporate Services



Nick Jackson
Director of Business
Services and Development

Angie Scott
Head of
Communications
and Marketing

**Angie
Edwards-Jones**
Head of Customer
Experience and
Assurance

Lucy Rickson
Head of
Governance



Could this be you?
HR and
Organisational
Development

Louise Turner
Head Of
Property, Safety
and
Environmental
Services

Charlotte Edwards
Head of Strategy,
Performance and
Policy

Benefits of working for PCH

Competitive pay

PCH pays competitive salaries for all roles across the company. Rates of pay (based on a 37 hour week) are at a fixed rate for each role benchmarked at a mid-point level for the sector.

Generous holiday entitlements

We want you to have a good work-life balance and our holiday entitlement reflects this. Leave allowance for a full time Director role is 30 days per year in addition to bank holidays. Entitlement is pro-rated for part time employees.

Holiday trading

Staff have the opportunity to buy or sell one week of their annual leave, subject to scheme rules.

Pension scheme

We offer a Defined Contribution Pension Scheme to all new employees with the Social Housing Pension Scheme (SHPS). When you contribute to your pension, PCH will pay double your contribution (up to a maximum of 14%).

The scheme includes a benefit of three times your salary, to be paid to your nominated beneficiary, in the event of your death in service.

Jannet

Jannet is our on-line staff communications, reward and recognition platform, offering employees great discounts at 100's of retailers and is the hub for PCH life.

Other discount schemes

Civil Service Sports Club
Discount with a local solicitor (GA)
Cycle to work scheme

Learning and development opportunities

All employees are encouraged to participate in Continued Professional Development where required for their roles with time off for study and training loans available through a tax efficient salary sacrifice scheme.

Personal development loans

In order to support employees with their personal development, we offer loans to employees who wish to undertake a course of study to obtain a work related qualification. As part of this, a reasonable amount of paid time off is also offered.

Professional subscriptions

If your job specifies that one or more professional qualifications are required for the role, we will pay the subscriptions for them.

Family friendly

PCH has a range of family friendly policies including:

- Flexible working
- Maternity leave and pay
- Adoption leave and pay
- Paternity leave
- Parental leave and pay including shared parental leave
- Dependents leave
- Bereavement leave
- Family support leave

Company sick pay

Generous company sick pay to support employees through illness starting once a new starter has passed their sixth month probation and increasing with service up to a maximum of 16 weeks full pay after 4 years' continuous employment.

Employee assistance programme

We provide a free 24 hour employee advice, information and counselling service helpline to employees and families living at the same address.

Gym and fitness classes

Free on-site gym at headquarters, Plumer House plus access to discounted fitness classes including Pilates, Tai Chi and Yoga. (subject to Covid-19 requirements)

Eye test reimbursement

In connection with the requirements of the Display Screen Equipment (DSE) Regulations, the cost of an eye test will be reimbursed by PCH. PCH will make a contribution of up to £55 if corrective lenses are prescribed, in accordance with our Expenses Policy.

Cycle to Work Scheme

PCH recognises that some employees will want to cycle to work to increase their activity levels or perhaps for more environmentally friendly reasons. With this in mind we have adopted the Government's Cycle to Work Scheme which provides interest free loans of up to £1500, to buy of a cycle and safety accessories.

Make a difference days

A scheme for up to three days additional leave, in order to carry out voluntary work or self-development, within our communities.

Relocation package is available

How to apply

Submit your CV to Sarah Jeatt, please email sarah.jeatt@plymouthcommunityhomes.co.uk

Closing date: 17 January

Interviews: 27 January

For an informal chat about the role, please email sarah.jeatt@plymouthcommunityhomes.co.uk to book a call with Gill Martin, Director of Corporate Services.

Download the full application pack from the PCH website.

www.plymouthcommunityhomes.co.uk

