



## Job Description

**Job title:** People Partner  
**Department:** Corporate Services  
**Team:** People & Culture  
**Location:** Remote or Birmingham-based (2 days p/wk in Birmingham)  
**DBS level req'd:** n/a

---

## POSITION IN ORGANISATION

Role band: G11  
Reports into: Senior People Partner  
Line Manages: None

---

## PART 1: ROLE SPECIFICATION

### MAIN PURPOSE OF JOB

As a member of Nacro's People & Culture Team, the post will contribute to the department's common goals which include:

- Developing a workplace where everyone can achieve their potential.
- Ensuring our values and culture support our strategic objectives, and everyone understands their contribution toward our vision.
- Building a diverse and inclusive organisation, where people feel a sense of belonging.
- Developing and implementing Nacro policies, procedures and processes to support a high-quality, inclusive and supportive employee experience for all employees that ensures compliance with statutory and regulatory requirements.

The role holder is part of the People Advisory team in People & Culture. Operating as a trusted advisor on people issues and projects, the role holder will support the Senior People Partner in the delivery of client group people priorities. The People Partner will manage activity across organisational change, workforce planning, and employee relations within their client groups.

The role holder will partner closely with their People Business counterparts for other directorates to ensure consistency of service where applicable. The role

holder will also partner with specialist functions within the People & Culture team, supporting how we shape processes and interventions to meet the needs of people at Nacro.

## **KEY RESPONSIBILITIES**

### **Providing advisory and business partnering support to managers and colleagues**

- Understand our organisation and what we deliver, utilising this to support managers and colleagues to create an environment in which people can perform and thrive.
- Acting as a trusted partner to client groups, supporting directorate people priorities, and people activities across the employee life cycle from onboarding to leaving Nacro.
- Manage people processes to support organisational change and restructure where required.
- Support people data reporting as required.
- Coach and support managers within the directorates to consider and respond to people risks, issues and opportunities within their areas.
- Managing talent development pipelines, providing opportunities to continually develop the directorate's potential.
- Support the Senior People Partner with employee engagement activities within the directorate, including using employee engagement survey results and other engagement data to build directorate level actions plans with clear outcomes and measures.
- Working with our Bid Development Team, identify opportunities for growth, providing data and information to support bid creation.
- Develop and deliver training courses and workshops to support the implementation of People policies and procedures across Nacro.

### **Support employee relations**

- Managing informal and formal complex employee relations cases and acting as the escalation point for high-risk matters in support of the Senior People Partner.
- Partnering with the internal Talent & Resourcing team to support resourcing needs of the client groups, and feed into recruitment planning for hard to recruit areas, for senior appointments, and for the mobilisation of high-volume recruitment campaigns.
- With support of the Senior People Partner, execute mobilisation and de-mobilisation plans for TUPE within your business area, drawing on support from the wider people team to execute processes.
- Work closely with the People Operations team to ensure first line people queries are supported and responded to. Whilst this responsibility sits within the People Operations team, there will be a role for People Advisory

teams to provide support and feedback as we seek to continuously improve our services.

- Support rollout and delivery of new training programmes for employees across Nacro.

### **Supporting continuous improvement through managing defined people projects**

- Supporting client group people projects, such as how we can embed our values and behaviours throughout Nacro, and ensuring an inclusive culture within our directorates.
  - In conjunction with Senior People Partners, take ownership for directorate specific People Agenda work streams, supporting on projects, creation of plans, business roll out and acting as the change agent within your business area.
  - Taking responsibility for some continuous improvement projects scoped by the People SLT, dependent on capacity within the team. These projects may include refreshing people policies, processes and procedures, taking the lead on cross-org cultural change projects, or supporting people development interventions and facilitation.
- 

## **PART 2: PERSON SPECIFICATION**

### **ESSENTIAL SKILLS, KNOWLEDGE, AND EXPERIENCE**

- Proven experience leading people advisory support for large and complex client groups.
- Demonstrable experience of working in a business partnering role and acting as a critical friend.
- Accustomed and skilled at working closely with senior leaders, with the ability to influence, coach and challenge when needed.
- Experience of developing and implementing workforce plans to support capacity and capability building.
- Experience of leading and executing people related projects to improve outcomes.
- Up to date knowledge of good practice in people policy, practices, and in UK employment law, to support the provision of trusted advice to client groups.
- Experience of working within a unionised environment, desirable not essential.

## **PERSONAL ATTRIBUTES**

- The role holder will possess excellent communication skills, and the ability to build effective relationships within a disperse and hybrid working environment.
  - The role holder will have strong decision-making and problem-solving skills, demonstrated through an ability to critically analyse a situation and to propose options and next steps.
  - Creative thinking and approach to supporting business issues, where people are involved.
  - The role holder will be resilient and able to work with ambiguity.
  - Ability to exercise confidentiality and neutrality in complex and sensitive situations.
  - Committed to personal development and growth.
  - Be aligned to Nacro's Values. We are: Reliable, Inspiring, Courageous, Compassionate, Inclusive.
- 

## **PART 3: OUR WAYS OF WORKING AT NACRO**

- Take accountability, at the appropriate level, for contributing toward achieving excellent outcomes for the people we support.
- Maintain up to date records via appropriate systems, within specified timeframes.
- Positively promote, and represent, Nacro at all times, internally and externally.
- Build strong relationships with colleagues, working in alignment with Nacro values to meet the needs of the people we support.
- Comply with Nacro's Safeguarding and data policies and procedures, and with legislation and statutory duties and data controls protocols.
- Promote and support our commitment to being an inclusive and diverse organisation through your work and your interactions with others.

In addition to the above, undertake other activities commensurate with the nature of the post including taking on a concurrent responsibility that supports delivery across one or more teams.

### **Role profile approval and sign off**

**Line Manager:**

**Date:**