

Head of People & Culture

YOUR PERSONAL PROFILE

YOUR ROLE...

This role leads the strategic development and delivery of Trafford Leisure's people, culture and organisational development agenda.

As an experienced senior people leader, you will develop and implement people strategies that enable Trafford Leisure to attract, develop, engage and retain a high-performing and diverse workforce. You will ensure our people, culture and capability support the achievement of Trafford Leisure's vision, purpose and strategic outcomes, whilst maintaining compliance with employment legislation and best practice.

The role has a strong organisation-wide focus, acting as the strategic lead for workforce planning, talent management, succession planning, organisational development, employee engagement, reward, wellbeing and workforce sustainability. You will position Trafford Leisure as an employer of choice, ensuring our people practices support long-term organisational success and exceptional customer outcomes.

A key focus of the role is supporting delivery of the organisation's people strategy, developing a positive, inclusive and values-led culture where colleagues feel engaged, supported and empowered to perform at their best. You will oversee all areas of the employee lifecycle including workforce planning, recruitment, onboarding, talent development, learning and development, performance management, employee engagement, employee relations, reward, payroll, wellbeing, succession planning and organisational change.

Working closely with the CEO, Executive team, Senior Leadership Teams and Board this role will be Trafford Leisure's senior people lead and a trusted advisor on all people matters, partnering with the leadership team to help achieve strategic outcomes.

You will play a key strategic role in shaping Trafford Leisure's future workforce, advising the Executive Team on people-related strategy, risk, and organisational performance.

Our Vision

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

Our Purpose

Move More Everyday

Our Strategic Outcomes

Improving Health outcomes for all
Excellent facilities, activities and programs
Net zero by 2038

YOUR SPECIFIC TASKS AND RESPONSIBILITIES INCLUDE BUT WILL NOT BE LIMITED TO

1. Provide senior leadership for all people, culture and organisational development activities.
2. Lead Trafford Leisure's strategic approach to workforce planning, EEDI and organisational development.
3. Develop, implement and continuously review the People Strategy aligned to organisational priorities and strategic outcomes.
4. SeniorLead on employee engagement, culture, equality, diversity, inclusion and wellbeing initiatives.
5. Responsible for managing and developing the People Team.
6. Provide strategic advice and guidance to the Board, Chief Executive, Exec and Senior Leadership Team on people-related matters, organisational risks and workforce trends.
7. Develop and maintain a positive, inclusive and values-driven workplace culture that promotes high performance, engagement and accountability.
8. Lead organisational design and workforce planning initiatives to ensure the organisation is appropriately structured to meet future demands.
9. Oversee all recruitment, onboarding and retention activities, ensuring Trafford Leisure attracts and retains high-calibre talent
10. Lead succession planning and talent management initiatives for Trafford Leisure and its Board to develop future organisational capability.
11. Support the delivery of Trafford Leisure's reward, recognition and benefits strategy.
12. Lead employee relations, including collective consultation, trade union engagement, disciplinary, grievance and organisational change processes.
13. Ensure all people policies, procedures and practices comply with employment legislation, governance requirements and best practice.
14. Oversee people metrics, workforce analytics and reporting to support evidence-based decision making.
15. Monitor KPIs relating to recruitment, retention, engagement, absence, payroll performance, learning and development and workforce diversity.
16. Lead organisational change programmes including restructures, TUPE transfers, cultural transformation and service redesign initiatives
17. Ensure effective management of employment risks and support organisational compliance with safeguarding, right to work, equality and data protection requirements.
18. Act as organisational lead for employee engagement surveys and associated action planning.
19. Build effective relationships with internal teams, external stakeholders, professional bodies, local authority partners and sector networks.
20. Drive continuous improvement through innovation, digital transformation and modernisation of people processes and systems.
21. Promote a positive health, wellbeing and safety culture throughout Trafford Leisure.
22. Responsible for developing and delivering the EEDI plan along with annual equalities monitoring
23. Model Trafford Leisure's values and behaviours through strong, transparent and inspiring leadership.

YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS

EDUCATION AND QUALIFICATIONS
Chartered Member or Fellow of the Chartered Institute of Personnel and Development (CIPD) or equivalent senior HR qualification. Level 7 CIPD qualified.
Degree level qualification in Human Resources, Business Management, Organisational Development or related discipline (desirable)
Leadership or management qualification (Level 5 or above desirable)
EXPERIENCE

Senior leadership experience across all areas of human resources, people management and organisational development.
Experience leading and developing a team
Experience leading Equality, Diversity, Inclusion and Belonging initiatives. Along with developing and implementing employee engagement and culture improvement programmes.
Experience developing and implementing strategic people plans that support organisational objectives.
Experience advising senior leaders on complex people matters.
Experience leading organisational change programmes, restructures, TUPE transfers and cultural transformation initiatives.
Significant experience of employee relations, including grievance, disciplinary, consultation and employment tribunal matters.
Experience leading payroll functions and ensuring robust governance and compliance.
Experience managing learning and development, talent management and succession planning frameworks.
Experience using workforce analytics and people data to inform strategic decision making.
SKILLS AND ABILITIES
Excellent ability to remain calm and resilient in challenging situations
Strong leadership and people management skills.
Influencing and stakeholder management capability.
Ability to build credibility and strong professional relationships at all organisational levels.
Advanced understanding of UK employment legislation and HR best practice.
Strong commercial awareness and business partnering skills.
Analytical and problem-solving abilities.
Ability to interpret workforce data and translate insight into action.
Strong communication and presentation skills.
Ability to develop and deliver strategic plans.
Ability to lead and manage organisational change.
Excellent negotiation and conflict-resolution skills.
Ability to identify and implement continuous improvement initiatives.
Strong financial and budget management skills.
High levels of integrity, judgement and professional credibility.
KEY BEHAVIOURS
Self-motivated with a commitment to continuous personal and professional development.
Flexible, creative, and innovative in response to business needs.
Committed to equality, diversity, inclusion and wellbeing and to ensuring services are inclusive and accessible to diverse communities.
Courageous and confident in addressing complex organisational challenges.
Values-led and people-centred approach to leadership. With a collaborative and inclusive leadership style.
Strategic, forward-thinking and solutions-focused.
Resilient and adaptable in a rapidly changing environment.
Outcome-focused with strong personal accountability.
OTHER
Willingness to work flexibly to meet the needs of the organisation.
Willingness to complete an enhanced DBS (Disclosure and Barring Service) check if required.