

Associate Director of People Experience

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many more are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

3 people born in the UK today will be diagnosed with dementia in their lifetime

1.4 million people are expected to be living with dementia by 2040

Dementia is the UK's biggest health and social care crisis. We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia. We are the UK's leading dementia charity, we tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Associate Director of People Experience

The People Directorate are here to make sure that our employees and volunteers can play a part in achieving the Society's vision. We know a great employee and volunteer experience leads to a great experience for the people we support. An experience where people want to join us, stay with us and team up with us.

We've an ambitious goal to create a place that welcomes and celebrates everyone's contribution towards helping all people affected by dementia to navigate some of the hardest and most frightening times of their lives, so that they can stay in control.

Our work aims to create somewhere that packs a punch – where you can feel the energy, commitment, and investment to deliver impact every day, recognised by our people and others as a great place to work and volunteer skills and time and where we truly make a positive difference to people affected by dementia.

Position in the Organisation

- Reports to the Chief People Officer
- Member of the People Directorate leadership team and Senior Leadership Team
- Member of our People Experience team with 3 direct reports
Part of our People directorate

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

The Associate Director of People Experience will play a crucial role in providing strategic direction and leadership on the Society's people related matters. This post holder will hold corporate accountability for the operational, day-to-day success of the People Experience elements of the organisation, its continued growth, development, innovation, financial stability, and strategic change management. Working collaboratively with stakeholders, the role holder will involve people affected by dementia in shaping and delivering solutions.

This role will work closely with our Executive and Senior Leadership teams and the Board of Trustees to lead and elevate the prominence, understanding and organisation capability in relation to culture, employee experience, and the retention, engagement and well-being of our people. Ensuring relevant systems, processes, practices and controls are in place to maintain compliance with regulations and create an inclusive and high-performance climate.

An active member of the Senior Leadership Team, collaborating across the organisation and representing the People directorate in a range of projects and activities that lead the Society forward and able to deputise for the Chief People Officer on a range of HR and workforce matters.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A Trusted Expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key Accountabilities and Responsibilities

Strategic and Professional Leadership

- Provide leadership on the development of the Society's people vision, strategy, plans, and budgets, to make effective decisions, and enable organisation effectiveness and a compelling people experience.
- Lead a transformative period of strategic change, driving initiatives that align the organisation's culture, people practices, systems and processes with our long-term goals, while maintaining the stability and integrity of the People Experience team.
- Lead the Organisation Development and Learning, Internal Communications and Engagement and Reward strategy, creating a positive experience and environment for all people who give their time to the organisation.
- Ensure the Society's adherence to policies and procedures and that effective people management controls are in place. This includes responsibility for the robust and compliant operating procedures of the People Experience team and wider people practices.
- Lead and promote a culture of continuous improvement in people management and development, delivering exceptional standards of service and driving value and efficiency where possible.
- Keep abreast of industry best practices and emerging trends in HR. Represent the Society externally to enhance and protect our reputation, profile and networks.
- Direct teams to achieve exceptional results, ensuring they are outcome focussed, work efficiently and collaboratively in a fast-paced environment.
- Champion and role model a strong inclusive culture of great people management and practice for the Society, living our values and setting the tone with compassionate leadership within and beyond the People team.
- Takes collective accountability for the People agenda, deputising for Chief People Officer where needed and representing the People Directorate across the Society.

People Management

- Provide strong leadership to teams across the People function, including Organisation Development, Internal Communications and Engagement, Reward and Recognition and Well-being. Remain accountable and responsible for performance management and direction, ensuring optimal results and alignment with organisational goals.
- Drive a culture of inclusion and high-performance through clear objective-setting, coaching and strong and effective feedback loops. Role model the Society's values and leadership competencies in everything we do, demonstrating a high level of self-awareness, continuous personal learning and development.

Key Working Relationships

- Active member of the Senior Leadership Team, ensuring collective responsibility for the overall success of the Society.
- Ensure close and effective working relationships with the Society's professional advisers and suppliers as needed.
- Key working relationships also include the Senior Leadership Team (SLT), Executive Leadership Team (ELT) and Board of Trustees.

Equity, Diversity, Inclusion and Belonging

- Drive forward an inclusive and high-performance culture, ensuring that our values and expected standards of behaviour are embedded across the entire organisation, as well as in your own teams.

We are looking for someone who can...

- Champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with data protection regulations.
- Support and enable volunteering activities.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Administer and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Holds Chartered CIPD professional qualification; (or equivalent experience).	E	A
Significant experience in a diverse range of generalist and senior HR leadership roles, in complex, fast paced environments.	E	A
Demonstrable ability to create an inclusive culture, through implementation of EDIB strategy and actions that create a diverse workforce	E	A/I
Demonstrates deep technical expertise with experience in at least two of the following: Culture development, Internal Engagement & Communications, or Organisation Development or Reward & Recognition, along with generalist HR leadership experience. With proven ability to drive a step change in organisation accountability for culture.	E	A/I
Experience of leading and developing effective hybrid and remote teams of specialists, through periods of change and uncertainty	E	A/I
Experience of the charity sector would be beneficial.	D	A
Experience in the design and delivery of people interventions that increase engagement and retention	E	A/I
Demonstrable experience of leading specialist teams that deliver pragmatic solutions, with clear accountability for enabling employee development, and engagement	E	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Ability to successfully lead People Experience team and related functions, and to drive step change in culture, retention and engagement.	E	A/I
Demonstrates sound decision-making taking personal accountability for risks and decisions which carry organisation-wide impact.	E	I
Skilled at using data, insights and evidence to deliver impact.	E	A

Experience of building collaborative relationships, using appropriate challenge and support, managing conflict and behaviours and role modelling positive values-led leadership.	E	A/I
Skilled at developing and delivering change and continuous improvement at all levels.	E	I
Can demonstrate proactively seeking and acting on feedback and exceptional skills in listening and communicating across multiple audiences - including on high impact, high profile and complex topics.	E	I
Can demonstrate influencing and negotiation skills to achieve the best outcomes for the organisation overall.	E	I
Can demonstrate resilience under pressure, working with ambiguity, effectively balancing competing priorities and delivering at pace.	E	A
Skilled at balancing the delivery of sustainable results with supporting the positive wellbeing of our people.	E	I
Ability to manage senior roles and performance. Experience of driving a high-performance culture, at an organisational level, through clear accountabilities, objective setting, performance management, coaching, feedback and development for all.	E	A/I
Proven ability to think strategically and corporately, shaping organisation thinking, projecting direction and considering future implications.	E	I
Ability to inspire and lead people, committed to attracting a diverse workforce and operating in an open and inclusive way.	E	I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post may be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Our benefits



Financial Security

- Group Personal Pensions Plan with Scottish Widows - with up to 8% employer contribution rate
- Life Assurance Scheme - two times your annual salary
- Society Plus and Smart Spending App - giving you unbeatable savings at hundreds of retailers
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependants

- Paid time off work for fertility treatment
- Paid time off work to support those transitioning
- Enhanced family leave – 16 weeks paid leave for all eligible parents
- Paid compassionate time off work and bereavement leave
- Paid time off work for dependants



Recognition

- Annual people awards evening
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working