

# IntoUniversity

## Head of People and Culture

August 2024

IntoUniversity 



# Welcome from our CEO Dr Rachel Carr



**Dr Rachel Carr**  
Chief Executive  
& Co-Founder

My name is Rachel Carr and I am one of the founders of **IntoUniversity** and its current CEO.

**We're an award-winning charity** running local learning centres in the heart of the communities where the young people we support live. Our centres provide a high-impact education programme which includes practical learning support, pastoral care, and motivational and confidence-building activities for young people aged 7-18. Our aim is to enable students from the least advantaged neighbourhoods to realise their ambitions and achieve their wonderful potential.

**As the UK's leading university access organisation**, our staff team is helping more than 50,000 young people each year at its 43 learning centres and extension projects across England and Scotland, and we plan to scale-up our provision to 50 centres over the coming years.

Our talented staff are at the heart of the high-quality and impactful service that we provide to our students and you will be playing **the leading role in supporting and developing our staff team** of 260 employees.

We are looking for an experienced HR professional to become our Head of People & Culture, **to lead our HR function**, to act as the charity's organisational lead on its culture, and to sit on the charity's **Senior Leadership Team**. You will also act as SLT lead for Diversity and Inclusion.

**As a charity with social mobility as its core objective, IntoUniversity is wholly committed to equality of opportunity.** We work with children and young people from a diverse range of backgrounds, and we believe that our staff team should be similarly diverse and representative.

**The more inclusive we are, the better our work will be, and we recognise that we have much more to do in this regard.** We are committed to building a culture where students, staff and volunteers are valued for the unique people they are. We therefore encourage applications from candidates from as wide a range as possible of ethnic, cultural and social backgrounds. In particular, we actively and warmly welcome applications from Black, Asian and minority ethnic candidates, male candidates and candidates with a disability as they are currently under-represented within **IntoUniversity**.

Thank you very much for your interest in our work and in this role - I look forward to hearing from you.

A handwritten signature in black ink that reads "Rachel Carr".

## About Us

**IntoUniversity** provides local learning centres where young people are inspired to achieve.

At each local centre, **IntoUniversity** offers an innovative programme that supports young people from disadvantaged neighbourhoods to attain their chosen aspiration, including further and higher education, employment and work-based training.

Our mission is to provide local support that can break cycles of disadvantage and open up new opportunities for young people. We believe in the talent of every young person, and do not limit our support to those young people who have been labelled 'bright' or 'gifted'. We believe that, with support, every young person can progress to an excellent post-school destination and we are committed to helping them on this journey.

Our network has grown to 43 centres across England and Scotland – from Newcastle to Norwich and East Ham to Edinburgh – supporting over 50,000 young people each year. But each centre is just like our very first: a local hub for young people, based on their doorsteps.



## The role at a glance

### Key Dates

**Application deadline**  
10am on Friday 20th September

**Interview Day**  
Friday 27th September

Please note that we will be shortlisting applications on a rolling basis in order to interview on 27th September and we reserve the right to recruit when we find a suitable candidate, so please submit your application as soon as possible.

### Contract

Permanent. This role can be either full-time or part-time (0.8 FTE) - responsibilities will be adjusted proportionally for part-time candidates.

### Start date

As soon as possible, to be agreed with the candidate

### Working hours

09:00 to 17:30, Monday to Friday.

However, we operate core working hours in Head Office so you can choose to start early and finish early (e.g. 8:00 to 16.30), or start later and finish later (e.g. 9.30 to 18:00).

We are a delivery organisation providing frontline educational services for young people. Our Head Office team is based on the site of our North Kensington centre in West London. We are an organisation with team members at different stages of their career, including many in their first roles: we are committed to nurturing talent and providing a developmental culture for all. Our Head Office team works in-person 4 days per week (or 3 days for a 0.8 FTE staff member).

### The team

You will be leading our current talented HR team of 6, supported by our SLT and SMT. You will work directly with our Chief Operating Officer (who will be your line manager) and you will line manage the Senior HR Manager, the HR Policy and Inclusion Manager, and the Senior Talent and Learning Manager.

### Salary

£60,000 (inclusive of London contribution), pro rata for part-time candidates

### Location

IntoUniversity Head Office, 95 Sirdar Road, London W11 4EQ

### Annual leave

36 days (33 days leave inc. bank & public holidays + 3 closure days, two in December and one in July)  
+ up to 5 days additional length of service entitlement (one day per year of service, up to 5)

### Staff benefits

- Employer pension contributions of 6% (and up to 8% after two years)
- Year round 'early finish' Fridays at 4.30pm
- Summer working hours (finish at 1pm on Fridays for six weeks in the summer)
- Employee Assistance Programme including access to medical and legal support
- Life Assurance scheme with AIG including SmartHealth service with access to 24/7 online GP appointments
- Interest-free new starter loans of up to £1,000
- Cycle to Work Scheme and Travelcard Loan Scheme
- Enhanced maternity, paternity, shared parental and adoption pay and sick pay allowances
- Staff in FOCUS – rewards, competitions and prizes

## Main duties of the role

The Head of People and Culture is a Leadership position within the charity and reports directly into the Chief Operating Officer (currently on maternity leave, so will report into the Chief Finance Officer until December 2024).

### Working with the COO, you will play the senior role in leading the HR operations of the charity, including:

- Ensuring the thoughtful, effective and smooth day-to-day operations of the HR team;
- Overseeing the Senior Talent and Learning Manager in the effective management of the charity's recruitment processes, including for the charity's two-year graduate programme;
- Supporting the Senior HR Manager to ensure the high-quality management of all aspects of an employee's life-cycle;
- Managing the HR Policy and Research Manager to develop and implement the charity's HR policies, and ensuring that organisational policies are applied with fairness and consistency across the staff team;
- Leading weekly discussions with the Senior Management Team on key HR matters
- Taking senior responsibility for the ongoing development and implementation of the charity's Talent Management programme, and developing and delivering staff training on a variety of HR topics

- Acting as the charity's lead for staff wellbeing, playing an active role in supporting employees, promoting positive employee relations, and maintaining a positive work environment

- Managing complex employee-relations matters, working closely with the Senior Management Team and the charity's pro bono legal advisors, and leading sensitive conversations with staff members;

### To act as the charity's lead on its organisational culture

- Acting as the organisational lead for defining, creating and implementing strategies to ensure that the ethos, values and organisational culture of IntoUniversity remain at the heart of what we do;

- Ensuring that our organisational HR policies and procedures continue to be implemented compassionately, taking into account the wellbeing of the staff team;

- Ensuring, alongside the rest of the Senior Leadership Team, that we have a happy and productive workplace where everyone is working to realise our mission.

### To act as the charity's Diversity and Inclusion non-programme lead on SLT

- Acting as the SLT lead on non-programme aspects of Diversity and Inclusion, working towards the delivery of the charity's formal Diversity and Inclusion strategy;

- Attending the Diversity and Inclusion Forum, including leading sessions and playing a key role in forum discussions;

- Supporting the HR Policy and Research Manager (the HR team's day-to-day lead on Diversity and Inclusion) with all aspects of the HR Team's Diversity and Inclusion work,

### To provide direction, expertise, guidance, vision and leadership through:

- Playing a fully active role on the Senior Leadership Team in the general management of the charity, ranging from taking forward the charity's strategic planning through to responding to the unexpected and contributing to day-to-day decisions on operational and staffing matters;

- Acting as the line manager of senior members of the HR team, maintaining an effective and supportive team dynamic;

- Taking on specific projects for the charity as appropriate, and supporting the work of IntoUniversity in any other reasonable ways



# Who we are looking for - demonstrating our values

Talent, Quality, Compassion, Aspiration and Teamwork.

## Talent:

At IntoUniversity, we value and recognise the talent of every person.

**Are you someone who strives to use your talents to achieve the best outcomes for each individual situation?**

You will be fully committed to nurturing and developing our staff team, ambitious to enhance both your own and their professional development. You will relish thinking outside the box to develop new opportunities to further the skills and talents of your colleagues across the charity.

## Quality:

At IntoUniversity, we complete everything to the highest possible standard

**Are you someone who is hard working and has the commitment to see things through?** We need people who take pride in their work and complete tasks to the best of their abilities. You will have a growth mindset, embracing challenges and reflecting on how to develop and improve. Your communication and people skills will be excellent and your will understand why integrity is particularly vital in this role.

## Compassion:

At IntoUniversity, we practise pastoral, long-term care

**Are you someone who is kind and supportive of others?** Are you someone who is kind and supportive of others? You will have an authentic belief in and understanding of the importance of our mission to the communities and young people we serve and its impact on wider society. We need senior managers who display a compassionate and thoughtful approach in all aspects of their role and who are committed to building an inclusive culture in which everyone is valued for the unique people they are.

## Aspiration:

At IntoUniversity, we behave aspirationally and positively

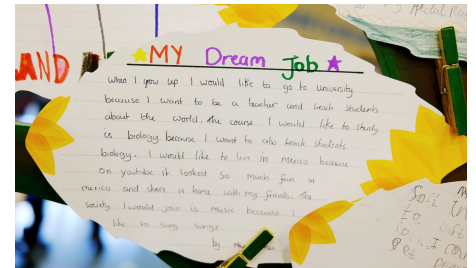
**Are you someone who has a positive outlook?**

We need leaders on the Senior Leadership Team who are able to demonstrate a positive 'we can' ethos when responding to challenges, and who will play a full role in enabling the charity to meet its ambitious aspirations to support more young people realise their potential.

## Teamwork:

At IntoUniversity, we promote teamwork and togetherness

**Are you someone who enjoys working as part of a team to achieve shared goals?** We work to transform the landscape of Higher Education in the UK and we want people with the vision and drive to help us make that a reality. You will work collegiately with colleagues and will maintain a high-support and high-performance ethos that ensures everyone can achieve in their roles and that there is a team culture of ongoing learning and development. You will also be happy to be hands-on and ready to roll your sleeves up for the team when needed.



## Who we are looking for - your experience and expertise

We are looking for a candidate who has **demonstrable experience in a senior HR role** and is excited by the challenge of leading our HR team as the organisation grows over the coming years.

You will:

- Have a CIPD Advanced Level 5 Diploma, or have substantial equivalent experience in a similar role
- Have successful experience of leading, motivating and supporting an HR team, ideally within the third sector, and be someone who can inspire, shape and develop staff at different stages of their careers
- Be able to demonstrate in-depth knowledge and practical experience of successfully implementing best practice HR systems and processes, including having broad knowledge of current employment law and how this practically affects the operations of an organisation
- Have successfully and thoughtfully led on the development and implementation of a Diversity and Inclusion strategy and/or initiatives relating to an organisation's staff team
- Be a creative, strategic, clear thinker, someone who is able to exercise sound judgement, high emotional intelligence and tactical decision making
- Have exceptional communication skills and be adept at active listening, mediation, understanding nuance and adapting communications for different audiences
- Have experience of successfully navigating complex employee relations matters, including working with senior leaders and external advisors
- Be equally able to respond to challenges fairly and compassionately while taking a logical and analytical approach to problem solving



# Application and selection process

## How to apply

To make an application, please email [sltrecruitment@intouniversity.org](mailto:sltrecruitment@intouniversity.org) with by **10am on Friday 20th September**.

- Your CV
- A supporting statement that sets out why you think this opportunity is the right move for you and, with reference to the criteria set out on the previous slides, how your, talents, skills, experience and ethos make you the ideal candidate for this role.

If you have questions about the role and would find it helpful to have an informal conversation with a member of our Senior Management Team in advance of your application, we'd be happy to arrange this - please contact [sltrecruitment@intouniversity.org](mailto:sltrecruitment@intouniversity.org).

## The selection process

We will invite shortlisted candidates to attend a first-stage interview, when you'll meet members of our senior team and also some members of the HR team.

Successful candidates will then be invited to a second stage, including meeting other members of the team.

This is a two-way process and there will be plenty of opportunity to find out more about the mission of the charity and our work, about the day-to-day role, about the teams you will be working with, and to explore how we are a cultural and professional fit for you at this stage in your career,

Please note that in line with our Safer Recruitment practices, successful candidates will be subject to an enhanced DBS check.

The charity's policy on the recruitment of ex-offenders can be found [here](#), and you can find full details of DBS's code of practice [here](#) and full details of Disclosure Scotland's code of practice [here](#). You can also find our Safeguarding Policy [here](#).

**We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible.**

For further information on accessibility and adjustments during our recruitment process, and our commitments as a Disability Confident Committed Employer, please visit the Accessibility FAQs page on our website at <https://intouniversity.org/content/accessibility>



Please contact [sltrecruitment@intouniversity.org](mailto:sltrecruitment@intouniversity.org) for more information



# Get in touch

If you would like to find out more about the charity in general please visit our website [www.intouniversity.org](http://www.intouniversity.org), or to discuss this role in particular please contact [sltrecruitment@intouniversity.org](mailto:sltrecruitment@intouniversity.org).

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