



Job title: **Head of HR**

Location: **London-office based contract (remote working will be possible but must be able to attend our London office on occasion)**

Reports to: **Executive Director, Corporate Services**

Grade: **H4**

Introduction to multiple sclerosis and the MS Society:

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose:

Over the last two years, we have undergone a significant transformation in our approach to employee engagement and the Head of HR will take responsibility for driving forward our new ambitious employee engagement strategy and make sure that the MS Society is recognized as a fantastic and fully inclusive place to work where employees are engaged and motivated to achieve the best possible impact for people affected by MS. This will include:

- Providing strategic direction and leadership of our Employee Engagement Strategy; ensuring it is designed to deliver our overall organisational strategy and effect the appropriate cultural change.
- Delivering this strategy by providing ownership and leadership for the employee agenda, working collaboratively with others to achieve success.
- Providing strategic direction and leadership for our HR function and taking responsibility for the function's operational delivery
- As a member of the Leadership Team, contributing to the strategic leadership, planning and policy formulation of the MS Society as a whole.
- Acting as a true business partner and organisational development thought leader to our Executive Group and CEO in particular; and to act where needed as a business coach to members of the wider leadership team.

Key relationships:

In addition to our HR, Internal Communications and EDI functions, the post holder works closely with:

- Executive Director, Corporate Services
- CEO
- JNCC
- Employee Engagement Activity Group
- Executive Group
- Wider Leadership Team
- People Committee Chair and the committee members

Key responsibilities:

The MS Society's Head of HR, reporting to and working closely with the ED Corporate Services, will have overall operational and budgetary responsibility for managing the HR function.

With this remit, the post holder will be responsible for providing strategic and operational support for the delivery of the MS Society's strategic goals through the implementation of the Employee Engagement Strategy by:

- Providing strategic direction and leadership, ensuring ownership of the approach by the Executive Group, and where necessary through working with others to ensure delivery. This includes providing strategic direction and thought leadership of appropriate people conversations, interventions and strategies aimed at supporting the delivery of the MSS Society's strategy and goals, in particular the required culture change.
- Providing strategic and organisational development advice and thought leadership regarding of organisational structures, change programmes, systems and processes.
- Acting as a champion for Equality, Diversity and Inclusion and leading the drive to improve the diversity of our staff and ensure that we have an inclusive and transparent culture and workforce where our values are embedded in everything staff do.
- Overseeing the wellbeing of our staff, ensuring that they are nurtured and supported to develop as employees and people during their time at the MS Society.
- Ensuring that the organisation has strong employer brand so that it can attract, develop, manage, engage, retain and reward the best people; and taking specific responsibility for optimising the attraction, recruitment, retention, motivation and development of the Society's people.

- Ensuring that there is a high-performance culture
- Ensuring that good employee relations are maintained.
- Ensuring that the MS Society is effectively utilising digital approaches to maximise our ability to collaborate, communicate and continuously learn. This will be an organisational wide leadership role, through role modelling, and a directorate responsibility by applying it in the people related specialist areas.
- Providing strategic direction for senior leadership development, ensuring that the senior leadership are high performing individuals as well as a high performing team.
- Ensuring that there is sufficient people support for the organisation; including the optimum structures, systems and MI provision.
- Ensuring that the HR team has the right skills, knowledge and experience as well as numbers of staff and appropriate resources.
- Taking a lead on the monitoring and reporting of employee analytics and performance.
- Effectively managing the HR function's budget.

Accountability:

This is a key leadership role that supports our vision of "a world free from the effects of MS" and our mission of "transforming lives, stopping MS".

The Head of HR will lead the Society's HR function by:

- Representing the MS Society in a senior capacity, role modelling and promoting the right leadership behaviours, influencing and collaborating with others to achieve the people and the overall organisational strategies;
- As a member of the Leadership Team, contributing to the broader leadership of the organisation
- Ensuring all work is in accordance with the standards set out in the Human Resources policies and procedures, relevant protocols, industry and governance standards;
- Supporting people with MS to achieve positive outcomes in the best and most effective way through delivery of the Employee Engagement Strategy and an excellent and efficient HR function;
- Ensuring the involvement of MS Society's stakeholders in strategy and organisational policy development as required;
- Leading by example, encouraging and role modelling transparency, learning from failure, reducing complexity, user centricity, seeking feedback and ideas from all and using expertise from within;

- Collaborating and engaging using a variety of methods and tools;
- Keeping abreast of the digital landscape and innovation and applying new technology and techniques in improving efficiency, quality and impact;
- Learning through peers and experimentation, sharing the results and learning from them;

Reporting responsibilities:

To supply information as required by the Board, The People Committee, other Board Committee's and Executive Group.

Person Specification:

- Significant experience in a senior HR leadership role in complex organisations, delivering sophisticated cultural change and performance improvement.
- CIPD qualified, preferably FCIPD or equivalent professional experience
- Experience of developing and successfully implementing complex people strategies, organisational development programmes and change solutions both at an operational and strategic level.
- Experience of leading, developing and motivating, high performing HR teams.
- Able to manage competing priorities effectively including OD programmes as well as day to day activities, budgets and resources.
- Sound financial management skills, experience of supplier contract management.
- Able to extract the maximum from technologies.
- Well-developed interpersonal, influencing, relationship building and communication skills.
- Effective project management skills.

Personal style and behaviour:

- Demonstrates a commitment to the Society's vision and values.
- Role models and promotes the leadership behaviours.
- Creative, innovative, leads by example, professional and inspiring.
- Personally credible, with a professional demeanor that generates trust and confidence.

Knowledge and skills:

- Able to effectively and appropriately communicate complex messages to staff, and other stakeholders.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- The ability to manage change effectively.
- The ability to focus on impact and deliver outstanding results in a team environment.
- Demonstrable commitment to collaborative team work.

- Excellent interpersonal skills, and able to influence/persuade a wide range of stakeholders.
- Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and audiences.
- Excellent organisational and workload management skills.
- IT skills, in particular Microsoft Office and content management systems.



MS SOCIETY JOB DESCRIPTION

MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>

Collaborative working	<p>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	Together
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	Together Expert
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	Bold Together
Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	Together
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p>	Bold Expert Ambitious

	As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.	Together
Tech Savvy	<p>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</p> <p>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</p>	Bold Ambitious