

Job Description – HR Lead



This job description serves to illustrate the type and scope of what is required for the post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or level of responsibility entailed.

Section 1 - Job Details

Job title	HR Lead
Directorate area	Corporate Services
Department or Team (if applicable)	HR
Reports to	Executive Director of Corporate Services
Direct reports	Head of HR Operations, Head of OD
Job Location	London-office based contract (remote working will be possible but must be able to attend our London office regularly and other MS Offices when required)
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

Provide direction and leadership for the Human Resource function across the MS Society ensuring it continues to support and improve delivery of MS Society strategy and impact continued organisational development and cultural change.

As a member of the Leadership Team, contribute to the leadership, planning and policy formulation of the MS Society as a whole.

A strategic HR business partner to our Executive Group and CEO providing advice and support as and when required.

Section 3 - Key Responsibilities and Accountability

Responsibility or Accountability	
1	Provide direction and leadership for the HR function together with appropriate interventions and strategies to support delivery of MS Society strategy, direction of travel, transformation, organizational development and cultural change, securing approval and ownership of the approach by the Executive Group, and working with others to ensure delivery.
2	Lead employee related wellbeing, performance and development initiatives, ensuring employees are nurtured and supported to optimise performance, and developed as employees and people during their time at the MS Society.
3	With and through others, work to ensure 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.
4	Facilitate and enable good employee relations climate working with staff and union representatives, JNCC and managers to ensure employee interventions are appropriate and in line with relevant policy and procedures. Act as client on behalf of the MS Society in employment related legal proceedings.
5	Ensure sufficient people support is maintained across the organisation; including optimum management structures, systems and MI provision and that the HR team are sufficient in terms of numbers, resources, skills, knowledge and experience.
6	Enable the production of strategic HR data to inform the monitoring and reporting of employee analytics and performance and employee related activity.
7	Represent 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;
8	Responsible for the continuous improvement of the HR function service delivery by keeping abreast of changes within employment, legislative requirements, associated digital landscape and wider innovations and good practice and applying appropriate developments to technology and techniques to improve efficiency, quality and impact.
9	Responsible for the identifying and managing the risks associated with employment and HR practices and ensuring all employment and HR related activity is carried out in accordance with the standards set out in the Human Resources policies and procedures, relevant protocols, industry and governance standards and bringing all variances to attention of appropriate senior management for appropriate action.
10	Leading by example, encouraging and role modelling transparency, learning from failure, reducing complexity, user centricity, collaborating, seeking feedback and ideas from all and using expertise from within.

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of technology assets within scope of role
Staff or Volunteers	6 permanent staff
Budget	Circa £0.6 Million
Key relationships	<ul style="list-style-type: none"> • Executive Director, Corporate Services • CEO • JNCC • Employee Engagement Activity Group • Executive Group • Wider Leadership Team • Board Committee Chairs and committee members • Internal Communications • EDI Lead

Information security and data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society
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Section 5 – Key deliverables

	Measures of success
1	Provision of a full range of efficient and effective legally compliant, innovation, user centric employment related activities
2	Through delivery of HR services support managers and leaders to maintain a skilled, committed and engaged workforce at optimum resource levels to sustain and improve service delivery outcomes for the MS community.
3	Successfully anticipate and effectively prepare the MS Society against any emerging employer/employee related impacts that could affect the organisations operational delivery and workforce.

Section 6 – Competencies and contribution

Competency	Level required (see below)	B	E	A	T
Fosters co-production	4		X		X
Open to change and innovation	4	X		X	
Sound decisions	4		X	X	
Collaborative working	4				X
Effective communication	4			X	X
Outcome focussed	4	X			X
Inclusivity	4				X
Accountability	4	X	X	X	X
Tech savvy	3	X		X	

Level	
5	Strategic – Senior management and/or strategic responsibility requiring wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/Recognised authority – Responsible for managing significant resource (people, budget etc) associated with the function/activity. Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning and Development requirements

(List L and D requirements for role)

Foundation (mandatory)	Yes
Additional internal learning or courses required for role	N/A
Other professional training or qualification required	Chartered Institute of Personnel & Development Level 7, preferably FCIPD level

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview. There should be no more than 7 shortlisting criteria.

Requirement	Essential	Desirable	Tested*
Significant strategic experience in a senior HR leadership role within a complex organisation, delivering sophisticated cultural change and performance improvement.	X		A/I
Experience of designing, developing and successfully implementing ambitious people strategies, organisational development programmes and change solutions both at an operational and strategic level.	X		A/I
Experience of leading, developing and motivating, high performing HR teams.		X	I
Able to manage competing priorities effectively including OD programmes as well as day to day activities, budgets and resources.	X		A/I
Significant financial management skills, experience of supplier contract management.		X	I
Well-developed interpersonal, influencing, relationship building and communication skills and able to influence/persuade a wide range of stakeholders.	X		I T
Creative, innovative, leads by example, role modelling and promoting values based leadership behaviours, professional and inspiring.	X		A/I
Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and audiences and able to effectively and appropriately communicate complex messages to staff, and other stakeholders.	X		A/I/T
Personal and professional credibility generating trust and confidence with proven track record of building positive trusted relationships with Executive & Board colleagues Personal and professional credibility generating trust and confidence.	X		A
Excellent organisational and workload management skills.	X		I
IT skills, in particular Microsoft Office and content management systems.	X		A/I

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation or requirements.
Equality, diversity and inclusion	<p>Ensure all duties are carried out in a manner which promotes the MS Society’s equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for disabled people. We expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by disabled people whilst working with us. As well as adopting an inclusive approach and embedding EDI principles in their day to day work.</p>
Health and safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosure and Barring Service/AccessNI/PVG scheme checks will not be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Unusual specific physical or mental demands associated with the role	Resilience
Travel requirements	As and when required
Unsocial hours	N/A

Last updated (7/2/2025)