



Director of HR and Culture - Job Description

This job description gives an overview of the kind of work and level of responsibility expected for this role. It's not a complete list of all tasks, and duties may change occasionally. But the overall nature of the job and the level of responsibility will stay the same.

Section 1 - Job details

Job title	Director of HR and Culture
Directorate	Corporate Services
Department or team (if applicable)	HR and Culture
Reports to	Executive Director of Corporate Services
Direct reports	Head of HR Payroll Manager
Job location	Office based in London with flexibility to work remotely. (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 strategic leadership for the HR & Culture function across the MS Society, setting and delivering a forward-looking strategy for staff that enables the organisation's overall mission, strengthens organisational effectiveness, and drives sustainable culture and performance outcomes.

Act as a role model of our BEAT Values and Leadership behaviors whilst leading the organisation-wide culture agenda, embedding an inclusive, values-driven and high-performing environment that supports innovation, collaboration and continuous organisational improvement.

As a member of the Leadership Team, contribute to the overall strategic direction, governance and decision-making of the MS Society, ensuring that staff, culture and capability are central to long-term planning and delivery.

Act as a trusted strategic partner to the Executive Group and senior leaders, shaping and influencing organisational design, leadership capability and workforce planning, while championing equity, inclusion and engagement across the organisation.

Section 3 - Key responsibilities and accountabilities

	One line description of responsibility or accountability
1	Provide strategic direction and leadership for the HR and Culture function, shaping people and culture strategies that support delivery of the MS Society strategy and leading the cross-organisational culture ambition, working in partnership across the organisation to embed culture change, organisational effectiveness, transformation and organisational development.
2	Lead employee wellbeing, performance and development initiatives, and work through leaders and managers across the MS Society to build the leadership capability, behaviours and environment needed to deliver the culture ambition and enable colleagues to thrive and perform at their best.
3	Ensure the organisation has a strong employer brand and employee value proposition so that it can attract, develop, engage, retain and reward talented people, while building a culture that reflects the MS Society's values and ambitions.
4	Facilitate and enable a constructive employee relations climate, working with staff and union representatives and managers to ensure interventions are appropriate, values-led and aligned with relevant policy and procedure. Act as client on behalf of the MS Society in employment-related legal proceedings.
5	Ensure sufficient people and culture support is maintained across the organisation, including effective structures, systems, workforce insight and management information, and that the HR and Culture team has the capacity, capability and expertise to deliver high-quality support across the organisation.
6	Lead the production and use of strategic people and culture data, insight and reporting to inform workforce planning, employee experience, organisational performance and evidence-based decision-making.
7	Represent the MS Society in a senior capacity, role modelling inclusive and values-based leadership behaviours, and influencing, enabling and collaborating with leaders across the organisation to deliver the people strategy, embed the culture ambition and support the wider organisational strategy.
8	Drive continuous improvement in HR and Culture service delivery by keeping abreast of employment practice, legislative requirements, digital developments and external good practice, and by applying appropriate changes to processes, technology and ways of working to improve efficiency, quality and impact.
9	Be responsible for identifying and managing risks associated with employment, people and culture practices, ensuring that all related activity is carried out in accordance with policy, governance requirements, legal

	standards and organisational values, and escalating significant issues where appropriate.
10	Lead by example, encouraging transparency, inclusion, curiosity, learning, user-centred thinking, collaboration and continuous improvement, and driving the embedding of these behaviours across the organisation so that the culture ambition is translated into everyday leadership practice and colleague experience.

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 • Executive Group • Leadership Team • Directors, Heads and managers across the organisation • Board Committee Chairs and committee members • Staff Reps and union representatives • Employee Engagement Activity Group • Internal Communications, Business Intelligence and other enabling functions supporting culture change • Head of EEDI and other inclusion partners
Information security and data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society

Section 5 – Key deliverables

Measures of success	
1	Provision of a high-quality, efficient, legally compliant and user-centred HR and Culture service, alongside visible progress in embedding the culture ambition across the organisation to strengthen organisational effectiveness and colleague experience.
2	Through delivery of HR and Culture services and organisation-wide culture interventions, support leaders and managers to sustain a skilled, engaged, inclusive and high-performing workforce at the right resource levels and to deliver the culture ambition in ways that improve outcomes for the MS community.
3	Successfully anticipate and prepare the MS Society for emerging people, culture and workforce risks and opportunities that could affect organisational performance, delivery and reputation.

Section 6 – Competencies

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

Level	Description
5	<p>Strategic</p> <p>Has a broad and advanced understanding of the organisation's policies, procedures, and how things work across the MS Society, or has deep expert knowledge in a specific area. Shares expert advice on topics related to MS and represents the MS Society in public or external settings. Clearly explains the organisation's vision and strategy in a way that others can understand and act on. Makes important decisions that have a big impact and ensures the right resources are in place to support them.</p>
4	<p>Expert or recognised authority</p> <p>Shows expert knowledge and strong leadership, influencing others in a positive way. Colleagues regularly perform tasks at a high level, instinctively understanding what needs to be done, how it affects other areas, and how it can be improved for the MS Society's benefit. They have deep expertise and focus on developing their skills. They're the go-to person for advice and are known for their knowledge, using their experience to tackle new challenges. They are responsible for managing significant resources, like people and budgets, related to their work.</p>
3	<p>Complex</p> <p>These roles may or may not involve managing others, but they require using experience or professional knowledge to handle complex information or raw data. The work often involves solving unusual problems by using your own judgment, without needing instructions. You'll also need to work with others to overcome challenges and achieve results across different teams or departments.</p>
2	<p>Enhanced</p> <p>These roles may or may not involve managing people, but they are responsible for handling cases and providing face-to-face services. Or managing internal or external processes and people (including volunteers). People in these roles understand how their team or function works, help build good relationships inside and outside the organisation, and work together to achieve results. They use their knowledge to organise and manage tasks and processes, solve everyday problems, and help improve the way things are done..</p>
1	<p>Foundation</p> <p>People in these roles contribute to the MS Society without any responsibility for managing processes or people. People in these roles understand what's needed for their job and how it fits with other roles and tasks. They know what needs to be done and have the skills and ability to complete those tasks.</p>

Section 7 - Qualifications and training

Qualification or equivalent	Yes
Internal training	n/a
Other professional training or qualifications	Chartered Institute of Personnel & Development Level 7, preferably FCIPD level

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

Essential requirements will be tested at application stage (A) and used as shortlisting criteria for deciding who will be invited to interview.

Requirement	Essential	Desirable	Tested*
Significant strategic experience in a senior HR and Culture leadership role within a complex organisation, including leading cross-organisational culture change and delivering improved organisational performance.	X		A/I
Experience of designing, developing and successfully implementing ambitious people and culture strategies, organisational development programmes and cross-organisational interventions that drive forward the culture ambition at both operational and strategic level.	X		A/I
Experience of leading, developing and motivating high-performing HR, culture and organisational development teams.		X	I
Able to manage competing priorities effectively, including long-term culture and organisational development programmes as well as day-to-day operational activity, 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, with the ability to influence, align and build commitment among a wide range of stakeholders to deliver organisation-wide culture change.	X		I T
Creative and innovative, leading by example and role modelling inclusive, values-based leadership behaviours in a way that is professional, credible and inspiring.	X		A/I

Excellent written and verbal communication skills, with the ability to communicate complex messages clearly and appropriately across a wide range of audiences, channels and organisational contexts.	X		A/I/T
Personal and professional credibility that generates trust and confidence, with a proven track record of building strong, trusted relationships with Executive and Board colleagues.	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 – Other information and requirements

Confidentiality	Make sure sensitive or personal information is kept private and only shared with the right people. All information must be handled according to GDPR and other relevant laws and rules.
Equality, diversity and inclusion	Make sure all your work supports our commitment to equality, diversity, and inclusion. As a charity focused on helping disabled people, we expect everyone to be open-minded and creative in finding and removing any barriers that might affect disabled people, including colleagues, who work with us.
Health and safety	Help create a safe working environment by following all health and safety rules and completing any required training.
Safeguarding	We're committed to safe and responsible recruitment. We aim to protect the wellbeing of children, young people, and vulnerable adults, and we expect all staff and volunteers to support this. Background checks and a Disclosure and Barring Service/AccessNI/PVG scheme check will not be required for this role.
Digital, data and Technology	Use technology confidently to do your job, including internet voice and video calls, Microsoft Office, the MS Society intranet, HR and finance systems, case management software, and other MS Society tools and apps.
Unusual specific physical or mental demands associated with the role	Resilience
Travel requirements	As and when required
Unsocial hours	N/A

Last updated June 2026