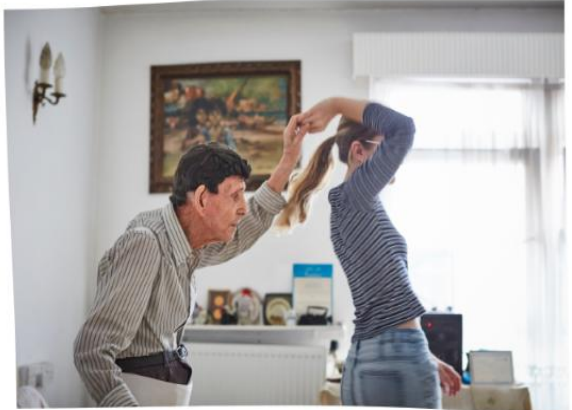




**Head of People (Maternity cover)**

**Recruitment Pack**

## Contents

|                                              |    |
|----------------------------------------------|----|
| AUKEL: Our vision, values and strategy ..... | 2  |
| About Age UK East London (AUKEL) .....       | 3  |
| About the team .....                         | 3  |
| Background to the role .....                 | 5  |
| Job description .....                        | 5  |
| Person Specification .....                   | 7  |
| Employment Details .....                     | 8  |
| How We Value Our People .....                | 9  |
| Next Steps .....                             | 10 |

## AUKEL: Our vision, values and strategy

### Vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

### Strategy

We have launched an ambitious new five-year strategy which was informed by the voices of older people in East London. Older people told us as part of our strategy consultation that they want to:

*Be independent,*  
*Be connected,*  
*Be informed and*  
*Be heard.*

All our service delivery ambitions are clustered under these four headings.

### Values

The way we do things is as important as what we do. We use the values agreed below, to frame our whole organisational approach.

*Kind*  
*Accountable*  
*Collaborative*  
*Flexible*  
*Inclusive*

# About Age UK East London (AUKEL)

## The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

## Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

## How we help:

### 1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

### 2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

### 3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

### 4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

## About the team

We are a friendly, welcoming team of c. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/> , and here's a picture of a few of us at our EID celebration in April 2024



## Background to the role

Working across some of the most deprived London boroughs Age UK East London has c. 75 paid staff and a similar number of volunteers. We're proud of the fact that 86% of respondents to our annual people survey said they would recommend us as a place to work , and 84% of our volunteers said they would recommend AUKELE as a place to volunteer.

We know that if we want to succeed in delivering our ambitious five year strategy for older people, we need to make sure we have staff and volunteers who are skilled, well resourced, supported and who represent our values. Over the past two years we have, therefore, gone through many people-related changes from improving our recruitment practices, to reviewing staffing needs, to improving our support and training offer. Importantly, we have improved the way we involve our people in the decision-making process and how we all collaborate to support each other and provide a holistic experience for our clients.

Our current Head of People, who has been central to much of this change, is going on maternity leave from January 2026. We are looking for someone to join us for 12 months who can continue to deliver our people-related plans and lead our HR function.

We are looking for someone who is determined to support our organisation to create a working environment where people can thrive and deliver the best service they can while receiving the best support we can offer them.

## Job description

| Job Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lead and develop the charity's HR and Volunteering functions (People) to foster a positive, engaging, and inclusive work environment, in line with the organisation's values and EDI objectives                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Key Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Leadership</b> <ul style="list-style-type: none"><li>• Work with the People Sub-Committee (PSC) and SMT to develop and implement organisational people strategies and plans to support the delivery of our organisational strategy for older people.</li><li>• Have responsibility for our progress against these plans; measure and report this to PSC and SMT, including by administering our annual people survey, volunteer survey and trustee survey. Identify areas that require improvement and make recommendations for change.</li></ul> <b>People management</b> <ul style="list-style-type: none"><li>• Oversee People-related policies and procedures, ensuring compliance with UK employment law and best practices.</li><li>• Support the development and implementation of Learning and Development (L&amp;D) initiatives.</li><li>• Provide support and guidance to those in line management roles within the organisation including on performance management issues and processes.</li><li>• Provide line management and support to the Community and Volunteer Manager, ensuring</li></ul> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>their work aligns with organisational priorities.</p> <ul style="list-style-type: none"> <li>• Manage complex employee relations cases, including grievances, disciplinary actions, and change management.</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Ensure all employee compliance requirements are met, including DBS checks, right to work documentation, and up-to-date staff records.</li> <li>• Work with the DFO to ensure accurate and timely monthly payroll processing)</li> </ul>                                                                                                                                          |
| <b>Quality</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• Ensure that AUKEL's People policies and procedure are in compliance with the Charity Quality Standard.</li> <li>• Strive for excellence through the people in the organisation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Liaison</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• To participate to the National Age UK HR network to exchange insight and learn good practice.</li> <li>• To liaise with our Solicitor team to ensure compliance when managing complex cases.</li> <li>• To represent AUKEL and participate in appropriate external meetings and events in order to remain aware of local, regional and national issues affecting quality and compliance issues affecting charitable companies.</li> <li>• To attend relevant HR/ Employment Law seminars or work groups as the AUKEL HR ambassador.</li> </ul>                                                                                         |
| <b>General</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• To meet regularly with the CEO for support, supervision and appraisal.</li> <li>• To attend team and staff meetings, as required.</li> <li>• To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.</li> <li>• To undertake any training required to fulfil the role.</li> <li>• To carry out the duties of the post in accordance with Age UK's East London's policies and procedures including: Equal Opportunities, Health &amp; Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.</li> </ul> |
| <b>Functional links</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"> <li>• This role reports directly to the CEO</li> <li>• Excellent working relationship with SMT and Finance team.</li> <li>• Close working relationship is needed with the Operations Coordinator and the Executive and Governance Coordinator.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                    |

## Person Specification

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don't meet every single aspect of the job description, please still apply!

|                                      | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Desirable                                                                                                                                                                                                                                           |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Experience</b>                    | <ul style="list-style-type: none"> <li>• Significant experience of a Generalist HR role including managing employee relations in compliance with UK employment law.</li> <li>• Experience in collaboratively developing policies and procedures.</li> <li>• Experience in working collaboratively with managers to provide both constructive feedback and support to staff.</li> <li>• Experience of line management and developing staff or volunteers.</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of working with volunteers</li> <li>• Experience of reporting directly to a Trustees Board.</li> </ul>                                                                                          |
| <b>Knowledge &amp; Understanding</b> | <ul style="list-style-type: none"> <li>• Strong understanding of diversity, equity, and inclusion principles and practice across People Functions.</li> <li>• Degree in Human Resource Management or have acquired the equivalent CIPD level through experience assessment (or working towards same)</li> </ul>                                                                                                                                                     | <ul style="list-style-type: none"> <li>• Knowledge of Health and Safety as it relates to the HR function</li> <li>• HR data system/ data bases (preferably Sage HR).</li> <li>• Confidence in using Office365 including Microsoft forms.</li> </ul> |
| <b>Skills/Attributes</b>             | <ul style="list-style-type: none"> <li>• Excellent verbal and written communication including ability to write reports and present to different stakeholder groups.</li> <li>• Ability to collect and analyse data to extract insights and trends to make informed decisions.</li> <li>• Intermediate IT skills including using of Microsoft form and polls.</li> <li>• Professional and proactive approach which instils</li> </ul>                                | <ul style="list-style-type: none"> <li>• Mediation skills</li> <li>• Conflict Management skills</li> </ul>                                                                                                                                          |

|                                |                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|                                | confidence, trust and motivate others <ul style="list-style-type: none"> <li>• Values-driven and aligned with the mission of the charity.</li> <li>• Empathetic, with a strong commitment to employee and volunteer well-being.</li> </ul>                                                                                                                                                            |  |
| <b>Additional Requirements</b> | <ul style="list-style-type: none"> <li>• This post is subject to the relevant check through the Disclosure &amp; Barring Service (DBS)</li> <li>• This post is required to ensure to undertake regular CPD to ensure that their working knowledge is up to date with changes in employment law and HR best practice.</li> <li>• Flexibility in working hours to meet organisational needs.</li> </ul> |  |

## Employment Details

### Contract type

This contracted post is for 21-28 hours per week. We welcome application for flexible working including reduced hours and other flexible working arrangements.

This is a 12-months maternity cover contract.

### Location

The role is hybrid. However, we expect the post holder to work from the office for most of the week mainly at our Head office in E2 9LU but also at the following locations as required

1. Marie Lloyd Centre, 329 Queensbridge Rd, London E8 3LA
2. 655 Barking Road, London E13 9EX

We reserve the right to add/replace addresses to the list as business demands.

### Salary

This is a Grade 6 role with salary starting at £41,700 and rising to £46,850 (pro rata for part time). Plus 5% employer pension contribution.

We have recently introduced a salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

### Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

## **Conditions of employment**

The job offer is subject to the receipt of two satisfactory Employment References, a DBS Check and evidence of relevant Qualifications.

## **How We Value Our People**

### **Learning and development**

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

### **Flexible working policy**

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

### **Family Friendly Policy**

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

### **Sick leave policy**

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

### **Death in service insurance**

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

### **Employee assistance programme**

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

### **Menopause and menstrual policy**

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave.

### **Open Door policy**

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

### **Wellbeing policy**

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

### **Duncan Robertson Award**

For the outstanding contribution to the wellbeing of older people.

## Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

## Other benefits

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

## Next Steps

### How to apply

To apply, please complete the application form on our website.

### Recruitment Timetable

Deadline to receive applications: 11.59pm Tuesday 11<sup>th</sup> November

1st stage interviews (online): week beginning 17<sup>th</sup> November

2<sup>nd</sup> stage interviews (in person at one of our offices): week beginning 24<sup>th</sup> November.

**Have any questions?** If you want to find out more about the recruitment process or the role, please contact Pina Ruscigno, Head of People by emailing on: [pina.ruscigno@ageukeastlondon.org.uk](mailto:pina.ruscigno@ageukeastlondon.org.uk)