



Job Description

Head of People

Grade: 11a

Directorate: Finance and Support Services

Location: Slimbridge

Reporting to: Director of Finance and Support Services

Main function of post: Provide leadership for the People Team, encompassing HR, training and development, early careers and volunteering. Develop and deliver a forward-looking people and workforce strategy that enables the Charity's mission and organisational strategy. Strengthen organisational effectiveness, culture and performance while promoting an inclusive, healthy and positive employee and volunteer experience.

Direct reports: HR Operations Manager, Training and Development Manager, Head of Volunteering, HR Business Partners

Responsibilities of the post

1. Provide strategic direction and leadership for the People Team, partnering with senior leaders across the Charity to develop and implement a people strategy and workforce plan in support of organisational delivery and future workforce needs.
2. Lead the activities and manage the resources of the People Team, ensuring it has the capacity, capability, management support and continuing professional development required to deliver high-quality day to day services and to support management with organisational change and development.
3. Ensure the Charity is compliant with employment law and regulation, appropriately managing risks associated with employment and people practices and escalating significant issues when appropriate.
4. Ensure People policies, processes, systems, data and reporting, support effective organisational decision-making and governance.

5. Facilitate and enable a constructive employee relations environment, working with managers to ensure interventions are appropriate, values-led and aligned to relevant policy and procedure.
6. Lead employee wellbeing, performance development and engagement initiatives, and work through leaders and managers across the Charity to build the leadership capability, behaviours and working environment to enable colleagues to perform at their best.
7. Work to enhance WWT's employer brand and employee value proposition, ensuring it can attract develop, engage, retain and reward talented people.
8. Oversee WWT's approach to volunteer management helping to ensure the Charity attracts, supports and retains volunteers through provision of an excellent volunteering experience, and that volunteering is valued as an integral component of the Charity's workforce plan.
9. Champion a positive, safe and inclusive work environment, embedding fair practices into every stage of the employee and volunteer lifecycle.
10. Ensure that the People Team positively engage with WWT's approaches to health, safety and wellbeing, equality, diversity and inclusion, environmental sustainability, data protection, and values and behaviours.

In addition to the listed responsibilities the post holder will be required to perform any other reasonable duties that may from time to time be assigned by their line manager.

Date created: September 2026

Amended:

Person Specification

1. Qualifications

Essential:

- Degree or professional qualification in relevant discipline

Desirable:

- Chartered Member of CIPD

2. Experience

Essential:

- Leading a People/HR team in a medium to large-size complex organisation
- Development of people and workforce strategies
- Detailed understanding and practical application of UK employment law and regulation
- Handling of complex employee relations matters
- Advising and supporting senior management with organisational design, development and change programme activities
- Building leadership, management and wider organisational capabilities through learning and career development
- Development and continual improvement of HR policy, processes, data and systems

Desirable:

- Work in the third sector
- Working with a sizeable volunteer base
- Working in multisite organisation

3. Managerial & Supervisory

Essential:

- Ability to lead and develop a multidisciplinary People Team, creating clarity, collaboration and accountability.
- Ability to lead through change and ambiguity while balancing strategic priorities and operational delivery.

Type of team member	Number line managed	Number of other team members
Employed staff	5	9
Volunteers	0	0
Casual Workers	0	1

4. Responsibility

Essential:

- Ability to operate as a trusted senior adviser, providing authoritative people/HR advice and constructive challenge.
- Ability to lead complex organisation-wide People, organisational development and change activity and manage associated risks.

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility (excluding payroll)	Circa. £400,000
Income	Nil
Project Size (normally managed)	Medium
Assets (required for job, exc. buildings)	N/A
Visitors (number per annum)	N/A

5. Creative Ability

Essential:

- Sees the big picture and translates strategy into practical workforce, capability, culture and change priorities.
- Uses evidence, insight and curiosity to challenge established practice and develop pragmatic solutions

6. Contact

Essential:

- Builds credible, collaborative relationships and influences effectively at all levels, including senior leaders.

- Communicates complex and sensitive issues clearly and engages colleagues and volunteers effectively through change.
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General Notes

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.