

Yorkshire Housing Role Profile

Job title:	Head of Colleague Experience	Leader of others:	Yes
Reports to:	Director of People & Culture	Contract type:	Agile - Homeworking
Business area:	People & Culture	Car allowance:	No
Budget holder:	Yes	DBS required:	No

Job purpose

The Head of Colleague Experience is responsible for making sure that Yorkshire Housing has the right people, processes, systems in place to support a great experience for all colleagues.

This role will work closely with the Director of People and Culture to further develop our People Deal, with particular focus on supporting the business to continue to embed agile working and creating an innovative, flexible employment offer that attracts and retains diverse and brilliant people.

Overseeing the People Operations and Reward team, Recruitment, E,D&I & the Workplace team, they'll make sure the colleague experience is at the centre of everything we do in the People Team.

Key responsibilities

Leadership

- Lead the Colleague Experience function, provide coaching, guidance and professional development, supporting all team members to grow as HR professionals.
- Provide confident and clear leadership and direction, and bring colleagues together to work towards common goals. Collaborate with leadership colleagues across the wider business to develop and implement joined up plans that deliver our Business Strategy.
- Empower colleagues to find the best solutions and take forward our culture of innovation, flexibility and service excellence.
- Ensure appropriate levels of assurance and confidence in plans and performance across your business area to the Executive team and Directors.

Colleague experience

- Ensure the colleague experience team role model what Customer Obsessed looks and feels like at YH.
- Ensure all our processes, policies and ways of working within the colleague experience team reflect a customer obsessed approach to our colleagues experience.
- Responsible for evolving our workspaces, working closely with the Workplace Experience Manager, to provide colleagues with the environment where they can be their best.
- Responsible for creating an environment where colleagues can truly be themselves at work, and responsible for the delivery of the actions under our E,D&I plan.
- Develop new ways to gather feedback from colleagues through different listening approaches.

People and Culture Strategy

- Work closely with the Director of People & Culture and wider leadership team to develop plans that deliver our People and Culture Strategy; making sure it responds to changing business context and people priorities.
- Build trusted, professional relationships with leaders and managers across the across the business; finding new ways to explore, diagnose and address their people-related challenges and making sure business plans fully consider the people impact.

- Develop how your team use data, insights and an 'external view' to inform their work. Encourage networking and research to find innovative ideas and new solutions.
- Take a lead in evolving relationships with external partners and stakeholders. Look outside of sector to identify potential peers and partners who contribute a different perspective to inform our plans.
- As a leader of our culture, values and behaviours, make sure these are reflected across People delivery plans, people policies, processes and ways of working (and of course the day to day work of the Colleague Experience function!). Be bold in how you offer supportive challenge to "counter-culture" behaviour.

Performance

- Create and embed a strong performance culture across your team and ensure that all colleagues have clearly defined accountabilities and objectives.
- Continuously review and improve the efficiency and effectiveness of the HR team in delivering excellent customer experience and value for money.
- Ensure that the right, long term performance measures are established and monitored across all areas of your team, and provide accurate reporting, analysis and corrective actions.

Communication and engagement

- Lead and manage communications within your team and more widely as part of the YH Leadership Team.
- Form positive working relationships with the Executive Team, Directors, Heads of Service and within the People and Culture directorate.

What you'll bring to the role

The main things:

- Extensive experience of leading People/HR teams, strategies and delivery plans.
- Creative and innovative approach to HR – you're naturally curious with a track record of challenging traditional thinking, finding new ways to solve 'old problems' and working in true partnership with senior leaders.
- A team player who works collaboratively, builds trust with others and has strong interpersonal skills.
- A credible and articulate leader who can inspire other towards shared goals, excellent service and high performance.
- Strong experience of leading and embedding change and employee engagement strategies.
- Committed to creating an agile and flexible working culture.
- A natural coach, able to lead and develop the team and other colleagues to perform to their best.
- A confident, independent and effective decision maker.
- Gravitas, courage and maturity and calm under pressure.
- Extensive employee relations/employment law knowledge, able to demonstrate leadership of complex ER issues across the spectrum of HR, combined with a balanced approach to risk.
- Knows what it takes to build trusting relationships with key external and internal stakeholders.
- Has a systematic, organized approach to planning and managing project work across a team.
- Strong written skills, including experience of preparing succinct, professional reports

It would be a bonus if you have:

- Experience of leading teams in an agile organisation.
- Chartered MCIPD (or equivalent level qualification)

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say

Be curious • Think differently • Ask questions • Keep learning

Make it happen • Own it • Do it • Be empowered

Achieve impact • Do things that matter • Deliver results • Show pride and passion

Have fun • Enjoy work • Be yourself • Stay connected

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date Role Profile last reviewed:

July 2024