

Head of Group Human Resources and Facilities – Job Description

Role information

Department: Human Resources and Facilities

Job Title: Head of Group Human Resources and Facilities

Grade: G

Responsible to: Group Director of Human Resources and Facilities

Responsible for: Human Resources and Facilities Officers, Human Resources and Facilities Administrator, Human Resources and Facilities Assistant

Date: July 2026

Purpose of the job:

To develop and execute HR strategies, policies, and activities that support the Group's goals and objectives. You will provide leadership, collaborate with senior management, and ensure effective HR practices across all areas of HR in compliance with UK employment laws and regulations. You will also have responsibility to lead the HR and Facilities team to provide a comprehensive and high-quality HR and Facilities management service to Family Fund Group.

Duties and responsibilities

Leadership

- Ensure that a high-quality day-to-day HR and Facilities service is provided to the Family Fund Group.

- Keep up to date on changes and developments in human resources and health and safety legislation, trends and good practice. Anticipate the impact of this and prepare Family Fund to adopt best practice in the provision of services through collaboration within and outside the HR and Facilities team.
- Work with the Group Director of HR and Facilities to develop the HR and Facilities operational plan, in support of the Group strategy and people plan. Manage the delivery of the annual operational plan, providing direction, delegating and coaching the team to deliver organisational priorities.
- Manage and deliver larger pieces of work or projects through collaboration within and outside the HR and Facilities team.
- Collaborate with peers to understand requirements for HR and Facilities support, deliver efficiently and review success and service provision.

Human Resources

- Deliver a proactive, professional and timely **HR service** to the Group.
- Oversee and ensure effective and efficient delivery of **employee resourcing**, providing advice via the team to deliver value for money, timely solutions that meet the needs of the Group.
- Manage **HR data and analysis** within the team, using trends and insights to drive improvements and manage risk.
- Keep up to date on **developments** in terms and conditions of employment, remuneration trends and statutory pay and benefits requirements.
- Carry out annual **pay and benefits** benchmarking, using it to draw insights and make recommendations for pay and benefit progression to ensure that Family Fund can recruit and retain high quality candidates.
- Contribute to **employee engagement** by maintaining effective consultation with staff representatives.
- Assist, coach and **advise line managers** to deal with staffing issues within their teams, relating to performance, sickness, conduct and conflict, etc., including formal hearings as necessary.

- Promote **inclusion** and ensure that equity and fairness underpin all employee activities.
- Take responsibility for **performance management** processes across the Group, using good practice to develop approaches and materials.
- Contribute to the **learning and development** approach for the Group, advising managers, and ensuring a comprehensive annual mandatory learning plan is delivered to time, sourcing learning solutions and ensuring an efficient planning, booking, sourcing and evaluation process is in place.
- Be the custodian of people, health and safety and facilities **policies and processes**, ensuring they are compliant with legislation are in line with good practice and support the Group strategy and priorities. Providing advice to maintain standards of deployment.
- Develop and manage HR **systems** that enable effective and accurate data management. Ensure that all records, systems and staff information are up to date, accurate and managed in accordance with General Data Protection Regulation (GDPR) and other internal compliance requirements. Use systems to drive efficiency in the team and in employment practices across the Group.
- Oversee and sometimes personally lead **change processes** to deliver organisational outcomes for example restructures, TUPE transfers.

Health, safety and Staff Wellbeing

- Oversee all occupational health and wellbeing activities to ensure that staff feel supported and a positive wellbeing culture is created and maintained.
- Lead on health and safety and ensure good practice processes are in place, risks are managed and all documentation is maintained and compliant.

Facilities Management

- Ensure efficient and effective management of the office premises, furniture and equipment, to provide a high-quality office space at an affordable cost.

- Manage all aspects of office management, such as waste disposal, building security, etc. Liaise with the landlord and contractors as needed to maintain an efficient and safe workplace.
- Ensure all necessary risk assessments are in place and reviewed regularly, taking mitigating action when required.

General

- Nurture an **inclusion culture**, leading initiatives and activities to foster inclusion, including being the custodian of our Disability Confident Leader, Real Living Wage and other accreditations.
- Plan and manage the HR and Facilities department budgets.
- Carry out such other reasonable duties as may be required to support the development of HR and facilities within Family Fund.

Person specification

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Experience

Essential

- Generalist experience in HR practice, including providing professional advice, applying employment law and best practice.
- Advising managers on change activities and management practices.
- Developing and implementing HR initiatives.
- Working with staff representatives and managers to plan and deliver changes.
- Leading a team to deliver an excellent service.
- Proven track record of successfully managing employee relations issues and fostering a positive work environment
- Managing resources and budgets.

Desirable

- Voluntary or statutory sector.
- Facilities management
- Health and safety oversight.

Skills, knowledge, and abilities

Essential

- People leadership, including the ability to coach and develop alongside planning and prioritising work.

- Budget planning and management skills.
- Excellent communication skills.
- Proficiency in using HRIS systems, HR analytics, and other HR technology platforms.
- Knowledge of current employment and health and safety legislation, HR practices and procedures.
- Strong knowledge of compensation and benefits programs specific to the UK, including market trends and compliance considerations
- Analytical and research skills, with an ability to analyse complex information and make sound professional judgements as a result.

Education/training

Essential

- Educated to degree standard or equivalent experience.
- CIPD qualified to level 5 or equivalent experience.

Personal attributes

Essential

- Innovative and positive approach to problem solving.
- 'Hands on' approach while always considering the 'big picture' and aligning activity to strategic direction.
- Open and participative leadership style that values staff, their contributions and ideas.
- Ability to build, nurture and develop professional relationships and internal networks.
- Commitment to and demonstration of Family Fund's values.
- Commitment to equity, diversity, inclusion and fairness for all.
- Commitment to safeguarding.