

Job Description & Person Specification

Position: People Partner

Reports To: Head of People & Culture

Levelling Framework:

Salary Range: £40,000 to £45,000

Contract: Permanent

Hours Per week: 35

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.



Policies and Procedures

In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

The People Partner acts as a trusted advisor to leaders and colleagues, providing expert people guidance that supports the achievement of business objectives. Working in partnership with managers, the role drives effective people practices across employee relations, performance management, talent development, workforce planning, engagement, and organisational culture & change. The People Partner ensures that people initiatives are aligned to business strategy, fostering

a positive, inclusive, and high-performing culture while ensuring compliance with employment legislation and company policies.

Key Accountabilities

Strategic Business Partnering

- Partner with senior leaders and managers to align people plans with business objectives.
- Provide commercially focused HR advice and guidance to support decision-making.
- Analyse workforce data and trends to identify opportunities, risks, and people-related solutions.
- Support organisational design, workforce planning, and succession planning initiatives.

Employee Relations

- Lead and manage complex employee relations cases, including disciplinary, grievance, capability, sickness absence, and performance matters.
- Ensure consistent application of policies, procedures, and employment legislation.
- Mitigate organisational risk through proactive case management and sound HR advice.

Talent Management and Development

- Support leaders in attracting, retaining, and developing high-performing talent.
- Support the performance review cycle and succession planning activities.
- Identify learning and development needs and collaborate with L&D to implement appropriate solutions.

Performance and Reward

- Drive effective performance management practices across the business.
- Coach managers to address performance issues and maximise employee contribution.
- Support annual pay, reward, recognition, and performance review processes.

Employee Engagement and Culture

- Promote a positive, inclusive, and high-performing workplace culture.
- Support employee engagement initiatives and action planning arising from survey feedback.
- Champion diversity, equity, inclusion, and wellbeing initiatives across the organisation.

Culture & Change Management

- Provide people-related support for organisational culture & change programmes, restructures, and business transformation initiatives.
- Lead consultation processes where required, ensuring compliance with employment legislation and best practice.
- Support leaders and employees through periods of change to achieve successful outcomes.

Leadership Coaching and Capability Building

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Date Updated:

- Coach and develop managers to improve people management capability.
- Build leadership confidence in managing employee performance, wellbeing, attendance, and engagement.
- Support training and workshops on key people management topics.
- Line managing People & Culture team members, developing their skills, knowledge & confidence.

HR Policy & Procedures

- Develop policy and practise in line with employment law, company policies, and regulatory requirements.
- Contribute to the development, review, and implementation of HR policies and procedures.
- Maintain accurate records and provide reporting on key people metrics.

Continuous Improvement

- Identify opportunities to improve HR processes, systems, and colleague experience.
- Contribute to People Team projects and organisational initiatives.
- Drive a culture of continuous improvement through the use of data, feedback, and best practice.

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	CIPD qualified, or equivalent expertise gained through relevant work experience. • Chartered membership of the CIPD	CIPD level 5	Cover Letter / CV / Onboarding
Experience	Previous experience of advising teams/ department and senior managers on people and culture matters, developing innovative and pragmatic solutions that are culturally appropriate. Strong experience of managing complex employee relations cases including change and	Experience of working in in a social care setting/ 3 rd sector environment	CV / Interview / Onboarding

	advising and supporting managers Demonstrable experience of having coached and advised leaders and managers on a range of People policies and people management issues, resolving issues informally and improve working relationships, performance and retention. Managing a small team.		
Knowledge & Training	Up-to-date knowledge of employment legislation and case law including equalities legislation. Competent in the use of Microsoft applications. Excellent written, verbal and communication and high-level interpersonal skills with the ability to communicate effectively and build good working relationships at all levels. Strong analytic skills, able to gather appropriate information to make evidence-based recommendations, identifying patterns and trends in data and presenting findings clearly. Proven ability to influence and negotiate between diverse	-	Cover Letter / CV / Interview

	stakeholders with sometimes different views to reach a shared agreement or outcome Highly developed organisational and planning skills with the ability to prioritise projects and the work of a team and own workload. Ability to work effectively under pressure to meet tight deadlines and respond to changing priorities. Strong customer focus demonstrating a thorough understanding of organisational requirements and addressing customer needs through a problem-solving approach		
Personal Qualities & Attributes	Able to process confidential information maintaining confidentiality at all times. Flexible and adaptable. Approachable with a mutually supportive and collaborative team working style.	Knowledge of or willingness to learn about Jewish Culture	Cover Letter / CV / Interview

All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies.



We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.