

Directorate:	People and Culture
Reporting to:	Head of People and Culture
Contract type:	Permanent

Working at Mary's Meals International:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International (MMI) is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

Operating as a resilient generalist HR professional, you will lead a small team to provide flexible and proactive HR services and data analysis. You will be expected to provide advice on complex issues and coaching for MMI employees and managers.

Working collaboratively with the People and Culture Partners, you will provide coherent and tailored support to our Programme Affiliates and National Affiliates as required. You will be the subject matter expert across a broad spectrum of HR topics, employment legislation and Policy. Working in partnership with our global family, in a fast-paced evolving environment, you will shape, develop and deliver a quality HR service across the organisation in line with and influencing our people strategy. You will demonstrate strong communication and influencing skills to provide high quality support to your stakeholders. Working as an integral part of the People and Culture Directorate, you will have the ability to develop strong collaborative relationships whilst working flexibly across projects and People Team workstreams.

You will utilise your broad, generalist HR background to support the growth of our global movement through the attraction, development, recognition, succession and retention of great people.

Leading & Managing:

- Provide strategic support, leadership and direction to a high performing team. Directly manage the People and Culture Advisor and People and Culture Support Manager.
- Oversee the delivery, monitoring and reporting of progress made against team and department strategies and plans.
- Lead, develop, coach and inspire a high-performing team, promoting a culture of engagement and empowerment including identifying and implementing opportunities for delegation and development.
- Seek all opportunities for personal growth and development to support the aims of our organisational strategy.
- Role-model Mary's Meals values and leadership behaviours.
- Ensure MAPs are in place for all direct reports.
- Ensure integration and collaboration between the different strands of the directorate.

Key responsibilities & activities:

The People and Culture Lead will:

- Influence and deliver a high-quality HR service to all MMI employees.
- Contribute to the ongoing support of our Programme Affiliates as required.
- Work towards continuous improvement of people frameworks, policy, procedures and manager tool kits at MMI and across the network.
- Provide coaching and mentoring support to National Affiliates as required and develop HR tools to support our National Affiliate's achieving HR compliance.
- Project manage our biennial global culture survey to ensure efficient roll out, high quality analysis of results and generation of high-quality insights and action plans.
- Proactively monitor forthcoming UK employment legislation to establish and implement any changes required to UK HR policy, documentation and associated training.
- Manage, advise and support on a broad spectrum of complex employee relations cases involving senior managers and/or cases which have a significant risk profile within MMI, Programme Affiliates and National Affiliates.
- Support the People and Culture Advisor to manage case work efficiently.
- Ensure a key focus and drive the positive behaviours and embodiment of our values across the organisation.
- Input and support on the implementation of the People and Culture Strategy.
- Lead, plan and execute work to successfully deliver People and Culture projects throughout the year.
- Identify HR policy skills gaps for managers and work in collaboration with the Learning and Development team to provide content and deliver subject matter expert training and mentoring for managers.
- Work collaboratively with our Head of Recruitment to support the MMI recruitment lifecycle for senior positions, with a strong focus on the candidate experience.
- Manage the end-to-end recruitment process, providing support and guidance to hiring managers, participation in interviews, coaching and assisting with the writing of job descriptions to support senior appointments.
- Oversee new joiner feedback sessions, collate insights and act on information gathered.
- Use data from exit interviews and stay interviews to provide feedback on trends and manage any issues that arise.
- Build strong external networks to proactively support the MMI remote first strategy through research and keeping abreast of best practice to establish initiatives promoting employee mental health and wellbeing.
- Carry out job evaluations for new roles, existing roles with significant changes and align the mapping of roles according to the MMI grading structure.
- Provide absence management coaching and expert advice to colleagues and line managers in relation to short term, long term and ill health capability cases.
- Ensure MAP, the performance management process, is understood, operating effectively and embedded.
- Build MMI management capability for managing change initiatives and work collaboratively with the People and Culture Partners to initiate change.
- Provide operational support to the People and Culture Partners on succession plans, organisational design and workforce planning.
- Support the development and implementation of the organisation's pay and reward strategy, policies and salary scales.
- Support the Finance team manage the monthly payroll process.
- Oversee the production and reporting of high-quality and meaningful HR statistics and management information.
- Resolve escalated employee queries received via the People and Culture inbox.
- Work in collaboration with the Head of People and Culture to drive and influence the project agenda in line with our strategy and wider organisational projects as required.

Essential skills & experience required for this role:

- A proven and resilient HR Generalist with substantial ER and change management experience.
- Able to lead/manage people, resources, risks, and projects.
- Knowledge and practical application of UK employment legislation with a willingness and aptitude to develop knowledge of employment law frameworks in countries where Mary's Meals operates.
- Policy design and development experience.
- Able to coach and support colleagues to develop professionally.
- Experience of diversity and equality best practice.
- Professional, confident communicator with strong interpersonal skills and the ability to effectively communicate with a wide range of individuals, at a senior level, in a diverse environment.
- Excellent organisational skills with the agility to work and drive change across various HR workstreams.
- Analytical thinker with the ability to rationalise complex information and provide creative solutions.
- Ability to maintain high accuracy and work quality standards.
- Ability to build effective working relationships and influence at all levels to allow you to work collaboratively across the organisation to achieve strategic objectives.
- Demonstrate professionalism, impartiality and integrity when handling sensitive cases.
- Ability to commit to Mary's Meals vision, mission and values and a willingness to contribute to our positive organisational culture.
- Proven ability to manage a busy and varied workload with strong prioritisation and task management skills.

Preferred skills & experience required for this role:

- Experience of working within a fast paced global or multi-site organisation.
- Knowledge of remote working HR best practice.
- Management experience and distribution and supervision of work.
- Reward experience.
- Project Management experience.
- Experience of managing the recruitment lifecycle.
- Experience of supporting wellbeing in a remote working environment.
- Involvement in culture survey design and implementation.
- Evidence of cultural sensitivity and the ability to work effectively with a wide range of people across different countries and settings.

Qualifications:

- CIPD Qualification or equivalent knowledge acquired through relevant experience.
- Evidence of continuous professional development

All MMI employee are expected to undertake the following general duties:

- Work within the framework of the Mary's Meals mission, vision and values.
- Work towards achieving department strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MMI policies and procedures.
- Undertake and apply learning from appropriate training and development programmes.
- You may be required to travel to countries where Mary's Meals operates.
- Understand and uphold the standards outlined in MMI's Safeguarding Policy, acting with due care and attention to safeguard anyone that comes into contact with our work.

Mary's Meals 7S Competencies:

As an employee Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

Self	<ul style="list-style-type: none"> • I build and demonstrate resilience • I lead by example • I am authentic and true to Mary's Meals values • I develop myself and set stretching goals
Service	<ul style="list-style-type: none"> • I have a vocational attitude to my work • I inspire hope in others • I build belief that even difficult challenges can be solved • I am committed to serving and enabling all who want to be part of the global movement • I work to ensure our future will be even better than our past
Simplicity	<ul style="list-style-type: none"> • I communicate effectively • I follow clear decision-making criteria • I create plans that are easy to follow and contribute to organisational goals • I embrace inclusivity and diversity • I focus on delivering results
Stewardship	<ul style="list-style-type: none"> • I pay attention to the things that matter most – (a) our physical resources; (b) our people • I nurture, develop and respect our relationships with external stakeholders • I deliver on my promises • I am happy to be held accountable and to hold others to account
Strategy	<ul style="list-style-type: none"> • I have a point of view about the future • I know our stakeholders and see our priorities clearly • I help others to work in ways that have the greatest impact • I work to deliver my objectives
Strengthen	<ul style="list-style-type: none"> • I contribute to a positive work environment • I help and support those around me
Success	<ul style="list-style-type: none"> • I am a catalyst for change • I maintain my technical competence • I contribute to the success of my team • I am accountable • I embrace change

Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your ongoing performance review (MAP).