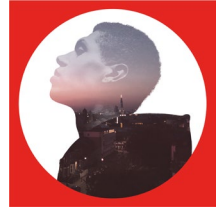




**saferlondon**

**CANDIDATE  
INFORMATION  
PACK**





## Safer London candidate information pack

**Post: Head of People**

**Salary: £55,650 (£41,737.50 pro rata – based on 24 hours per week)**

This pack includes:

- » [Welcome](#)
- » [Why working for us is different](#)
- » [More about us](#)
- » [Our values](#)
- » [About the role](#)
- » [Staff Benefits](#)
- » [How to apply](#)

### WELCOME

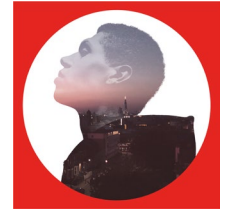
Thank you for considering joining our team dedicated to making a positive impact!

At Safer London, we are committed to working alongside young Londoners and their families affected by violence and exploitation, supporting them to build positive futures for themselves. As you explore this candidate pack, you'll discover the meaningful work we do and the exciting opportunities that await you.

We believe that every person can make a difference. If you share our passion for creating positive change and making a lasting impact, we encourage you to consider joining the Safer London family.

Thank you for considering Safer London as your next professional home. We look forward to the possibility of welcoming you to our community and working together to achieve our shared goals.

Kind Regards,  
Safer London



## WHY WORKING FOR US IS DIFFERENT

### Encouraging work life balance

- ✓ Safer London is a 4 day/32 hour (FTE) working week organisation. This means that you have a regular day off in the week with no impact on your pay.
- ✓ 179 hours annual leave (plus bank holidays and pro rata for those who join us part time) rising after 3 and 5 years of service.
- ✓ Flexible and smart working policies in line with an agile way of working.
- ✓ Agile working - meaning you can work from different locations like home, in the community, from our office (job dependent).

### Enriching your work life

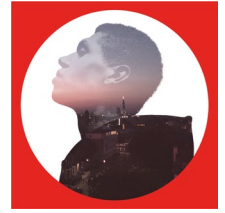
- ✓ Opportunities for learning and development
- ✓ New modern offices
- ✓ Opportunities to feedback including surveys and groups
- ✓ Reflective practice sessions
- ✓ Reduced caseloads compared to statutory services

### Caring for you and your family

- ✓ Enhanced family leave
- ✓ Death in service benefit

### Thinking about your finances

- ✓ Discounted season ticket loan
- ✓ Pension scheme
- ✓ Cycle to work scheme
- ✓ Expenses float scheme



## MORE ABOUT US

### What we do

Safer London is a leading charity working with young Londoners and their families affected by violence and exploitation. Understanding young Londoners' lives are shaped by the world in which they live, we work not only with them and their families, but also their peer networks and directly within the community and the places where they live and spend their time.

With a footprint in every borough in London, we build trusting, professional partnerships to embed our approaches and work towards achieving our vision of a city that is safer for all young Londoners who live here.

### Work Themes

#### We deliver our work through three key themes:

We believe **people, peers** and **places** all have their own abilities and assets.

We'll work alongside them to identify their strengths and enable them to find the solutions which work best for them.

#### PEOPLE

We provide trusted individual relational support to ensure more young Londoners will feel safer, be safer, and have positive futures.

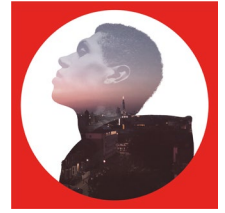
#### PEERS

We enable young Londoners to support and be supported by their peers.

#### PLACES

We work directly in and with communities to ensure that the places and spaces where young Londoners spend their time are safe and positive.





## How we work

Through specialist one-to-one intervention, we are supporting young Londoners and parents/carers to move onto the positive futures they deserve. We put them at the centre of their support, focusing on them and their needs. By building strong, trusting relationships we gain an insight into their world, begin to understand what they need and together we find the best ways to keep them safe.

We understand the impact the wider context has on young Londoners. The area where they live; where they spend their time; their peer networks - can all impact on their safety. Whether this is positive or negative. When working alongside a young Londoner we take into consideration these contextual factors right from the point of referral. By delivering our work through the lens of Contextual Safeguarding, we are acknowledging that young Londoners face risks not only within their families but also in broader social contexts. This approach ensures a more comprehensive and effective way to protect them from harm and promote their wellbeing.

Our support is delivered by skilled Caseworkers for anywhere between six months and two years. Safer London Caseworkers work collaboratively with young Londoners and families, with sessions primarily delivered face to face in the community, with phone and online sessions also offered.

Our work is underpinned by six guiding principles:



### Person Centred

Safer London puts young Londoners at the centre of their support. We listen to and work with them, focusing on them and their needs.



### Co-production

Young Londoners have a say in their journey of support. This empowerment not only boosts their confidence but also facilitates meaningful engagement.



### Contextual Safeguarding

We understand the impact the wider context has on young Londoners lives and safety. Whether this is in physical spaces, within their peer groups or online. We're committed to weaving Contextual Safeguarding approaches throughout our work with young Londoners.



### Trauma Responsive

Young Londoners tell us how they've experienced traumatic events. This can have a devastating impact on their daily lives. Our knowledge and understanding of trauma and how it effects young Londoners, are the building blocks of our support.



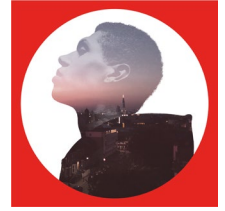
### Trusting relationships

Strong trusting relationships form the foundation of all our work with young Londoners and families. We understand that establishing trust is pivotal for young Londoners to achieve a positive outcome for themselves. By building strong trusting relationships we gain insight into their world, understand what they need and learn how to keep them safe.



### Non-judgemental

Whatever their history, when a child or young person comes to Safer London, they are just that - a child or a young person. Our approach is not punitive, our work is grounded and delivered through the lens of safeguarding - we never judge the young Londoners and families we work with. Our goal is to work alongside them, so they can unlock their potential.



## OUR VALUES

### CHANGEMAKERS

We bring creativity, passion and innovation to make a lasting difference

### INCLUSIVE

We bring creativity, passion and innovation to make a lasting difference

### TRUSTED

People trust us because we have a track record of consistent, high-quality delivery

### COURAGEOUS

People trust us because we have a track record of consistent, high-quality delivery

### COLLABORATIVE

People trust us because we have a track record of consistent, high-quality delivery

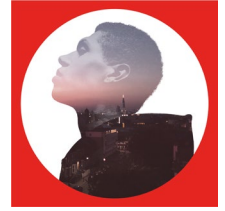
## Behaviours framework

Safer London's Behaviours Framework is a set of core behaviours which define 'how' we are expected to approach our work and sits alongside 'what' we do.

The framework details the behaviours and attitudes required by employees at all levels to support the effective delivery of our services and create a positive workplace culture.

Safer London's values sit at the heart of everything we do. The defined behaviours link directly to Safer London's set of values. The behaviours are what people see and are an expression of what we value. The values are brought to life through the defined behaviours.

By demonstrating the attitudes and behaviours set out in the framework, Safer London is an effective, positive and collaborative place to work.



## ABOUT THE ROLE

The Head of People will lead our people strategy, empowering our team to drive Safer London's mission forward. Reporting to the Deputy CEO, you'll work with senior leaders to attract, develop, and retain top talent, ensuring every employee has the tools and resources to thrive. As a key member of our small HR team, you'll also be hands-on in delivering HR services across the charity.

### Who you will be working with

At Safer London we work as one team across the entire organisation. This cohesive working allows us to realise our vision of helping to create a safer city for everyone who lives here.

We choose to invest heavily in our direct practice work, with practitioner Caseworkers making up the majority of Safer London's workforce. Safer London's Caseworkers are supported by a team of practice managers and safeguarding professionals.

We have Caseworkers who are Specialists and Experts in the following areas:

- Violence and exploitation
- Sexual violence
- Neurodiversity and SEND
- Harmful Sexual Behaviours
- Families (parents and carers)
- Education, training and employment

At Safer London we encourage a culture of shared learning and collaborative working. We work together to support the presenting needs of the young Londoners and families we work with. Our work is grounded in the **AMBIT** approach of working, with the team working to the AMBIT principle of mentalization.

If the practice team is the beating heart of Safer London, then the central resources team are the brain. Encompassing finance, HR, data, governance, fundraising, communications, learning and development and data management, these individuals work hard to make sure Safer London is operating to the highest standard possible.





## JOB DESCRIPTION

|              |   |
|--------------|---|
| Job title    | Head of People  |
| Reporting to | Deputy CEO  |
| Contract     | Permanent (subject to funding)  |
| Location     | Agile   |
| Hours        | 24 hours per week, which may need to be worked flexibly (ideally to include at least one full day and some working hours on a Friday) |
| Salary       | Grade F £55,650 (£41,737.50 pro rata - based on 24 hours per week)  |

### Main purpose of the role

Our Head of People will develop and lead all aspects of our people strategy, ensuring that our team feel supported, inspired and empowered to successfully deliver the charities goals. Reporting to the Deputy CEO, the head of people works in partnership with the Senior Leadership Team and managers to develop strategies and tools to attract and recruit talented people that will play critical roles across Safer London, support and grow our existing people, and ensure all our employees have the resources they need to be successful.

Working within a small HR team, the Head of People will be actively involved in the delivery of our HR Services across the charity.





## Key responsibilities

### People Strategy and Leadership

- Working alongside the CEO, Deputy CEO and Interim COO build a People Strategy that supports Safer London's vision and strategy and ensures we have the right skills and culture to enable the charity and its' people to thrive.
- Act as a key advisor to the leadership team and management on people-related matters, ensuring that HR practices are integrated with the charity's overall strategic direction.
- Manage the performance and development of the HR team to support them in delivering HR practices in line with organisational strategies and plans.

### Compliance and HR Policies

- Provide advice, guidance and support to SLT and Managers on employment law and manage complex employee relations matters.
- Ensure all HR policies are up to date, legally compliant, and aligned with best practices.
- Maintain accurate records of employee contracts, training, and other HR-related data in line with GDPR and other regulatory requirements.
- Oversee the administration of the Safer London payroll and pension scheme.

### Talent Acquisition and Retention

- Develop and execute innovative recruitment strategies that attract top talent, both staff and volunteers, who are passionate about our cause.
- Oversee onboarding programs that ensure new team members feel welcomed, supported, and ready to contribute from day one.
- Design and implement retention strategies that prioritise career development, recognition, and employee satisfaction.
- Using employee surveys and employee metrics, work with SLT and managers to develop practices to enhance employee satisfaction, reduce employee absence levels and build a culture of wellbeing.

### Learning, Development and Performance Management

- In collaboration with the Head of Quality Practice review and develop the organisations people management development programme.
- Work with managers to design clear career progression pathways for employees, providing tools for personal and professional growth.
- Lead the performance management process, ensuring that it's fair, transparent, and encourages constructive feedback and ongoing development.
- Provide coaching and mentorship to the SLT and managers, helping them cultivate effective leadership and management skills.
- Work with the Director of Safeguarding to develop the volunteering and student placement policies and procedures.



## Key responsibilities

### Well-being and Employee Support

- Evaluate, develop and manage well-being programmes that support the physical, mental, and emotional health of employees.
- Foster a culture of work-life balance, helping employees navigate the challenges of balancing passion for the cause with personal well-being.
- Act as a resource and advocate for employee concerns, ensuring that everyone feels heard and supported.

### Equity, Diversity and Inclusion

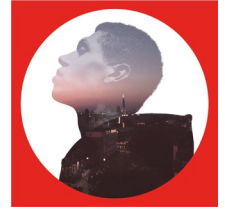
- Lead initiatives to promote diversity, equity, and inclusion within the organisation, ensuring that our team reflects the diverse communities we serve.
- Implement best practices and training to promote inclusive behaviours at all levels of the organisation.

### Organisational Change and Development

- Lead on change management initiatives, whether that's supporting organisational growth, restructuring, or responding to external challenges.
- Act as a key liaison between leadership and staff, ensuring transparency and smooth transitions during periods of change.
- Regularly review organisational structures, roles, and processes to ensure we are operating efficiently and effectively.

This Job Description is not exhaustive, it is expected that the Head of People will undertake any other duties as required and commensurate with the level of this post.

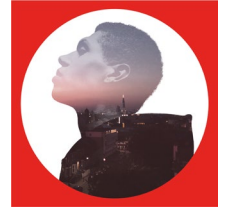
The Head of People is expected to at all times to work in line with safeguarding legislation and guidance in addition to Safer London's practice guidelines and wider pan-London processes and protocols.



## PERSON SPECIFICATION

The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the job.

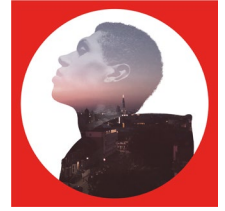
| Criteria   | Essential/<br>Desirable | Application/<br>Interview/<br>Test |
|--|-------------------------|------------------------------------|
| <b>Skills and experience</b>   |                         |                                    |
| Strong leadership skills with the ability to inspire others  | Essential               |                                    |
| Track record of successfully leading HR initiatives that align with an organisations objectives  | Essential               |                                    |
| Previous experience in a true Business Partnership position  | Essential               |                                    |
| Experience in managing organisational change and fostering a culture of continuous improvement   | Essential               |                                    |
| Extensive experience in managing complex ER Issues   | Essential               |                                    |
| Ability to think strategically and align HR initiatives with organisational goals  | Essential               |                                    |
| A Creative thinker with a passion for developing innovative HR solutions and practices   | Essential               |                                    |
| Strong analytical skills to assess workforce metrics and drive data-driven decision-making   | Essential               |                                    |
| Recognition of the importance of resilience in coping with the emotional demands of the role   | Essential               |                                    |
| Excellent communication skills, both written and verbal, in order to communicate and influence a wide range of internal and external colleagues on matters relating to the service, and produce reports for a variety of audiences | Essential               | A/I/T                              |
| IT literate (Excel, Outlook, Word etc.)  | Essential               | A/T                                |



| Knowledge   |           |     |
|---|-----------|-----|
| Relevant professional HR certification (e.g., CIPD)   | Essential | A   |
| Bachelor's degree in Human Resources, Business Administration, or equivalent professional qualification     | Desirable | A   |
| Values and attributes   |           |     |
| Commitment to equity, diversity and inclusion, and experience of applying these principles in the workplace | Essential | A/I |
| Ability to demonstrate, with examples, your alignment to Safer London's values                              | Essential | I/T |
| Ability to prioritise own workload and able to work without close supervision                               | Essential | I   |
| Ability to be flexible with work location   | Desirable | A/I |

### Additional Considerations

- We're committed to protecting and promoting the welfare of children and young people, and we expect anyone who works and volunteers with us to share this commitment.
- An enhanced Disclosure and Barring Service (DBS) check is required for this role.
- The successful candidate may occasionally be required to work evenings or weekends.
- Safer London is an agile working organisation. This means employees are able to work from different locations, e.g. from home, our office premises and community locations such as libraries/co-working spaces, where the work allows. Agile working arrangements will be agreed with the line-manager.
- Safer London understands that resilience is a skill that can be learnt over time and recognises and supports the role of self-care in developing resilience.



## STAFF BENEFITS

We offer our staff a wide range of benefits to reward them for the value that they bring to Safer London, to support them in their work, to help improve health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

### **4-day, 32-hour working week**

Safer London has adopted a 4-day, 32-hour working week to enhance both service delivery and employee wellbeing. This allows us to offer extended service hours to young Londoners and their families while supporting the work-life balance of our team. As a full-time employee, you'll enjoy a regular day off each week with no reduction in pay.

### **Agile working**

Safer London is committed to ensuring that it provides the best working conditions for its employees. At Safer London, agile working allows employees to work from various locations, such as the office, their homes, or other locations such as a library or shared workspace, depending on which is most appropriate or which is closest to any meetings with young Londoners.

### **Death-in-service**

Death-in-service is an employee benefit which pays out a tax-free lump sum if an employee passes away while they are employed by Safer London, regardless of the cause of death. Any payments that become due under this scheme are tax free and paid – at the discretion of the scheme's Trustees – to a named beneficiary/ beneficiaries nominated by the employee.

### **Annual Leave**

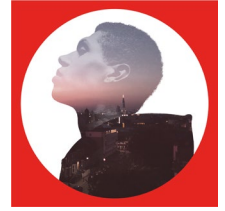
As a full time employee you are entitled to 179 hours holiday in each annual leave year plus bank holidays and other statutory holidays occurring during the leave year. Pro rata for part time staff. This rises to 192 hours after 3 years service and 211 after 5 years service.

### **Staff expenses float**

The Staff Expenses Float is a financial support system where Safer London provides a one-off loan payment of £100 to cover the initial costs of expenses, which are then reimbursed to ensure you are not out of pocket.

### **Cycle to Work Scheme**

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to use an interest free loan to purchase bike and safety equipment with costs recovered from your salary over a 12-month period and meaning a tax and National Insurance



## **Season Ticket Loan**

Interest free season ticket loans are available to all staff once they have passed probation (six months).

## **Paid Maternity Leave**

All pregnant staff are entitled to up to 52 week's maternity leave regardless of length of service. Safer London offers enhanced maternity pay to those employees who:

- have completed one year of continuous service by the end of the 15th week before their baby is due; and
- agree to return to work for at least three months after the end of their Maternity Leave period.

Enhanced Maternity Pay means that the eligible employee's pay will be increased to:

- 100% of normal salary for the first six weeks of maternity leave;
- 50% of normal salary for the next 20 weeks of maternity leave;
- The next 13 weeks paid at the Statutory Maternity Pay flat weekly rate.

## **Paid Paternity Leave**

Any employee who satisfies the conditions for 2 weeks' statutory paternity leave and pay will be entitled to our Enhanced Paternity Pay benefit of an additional 2 weeks' paid leave. The leave may be taken as four consecutive weeks of continuous leave or in two blocks of two weeks each. All Enhanced Paternity Pay is paid at 100% of normal pay. It is calculated as Statutory Paternity Pay and topped up by Enhanced Paternity Pay.

## **Employee Assistance Programme**

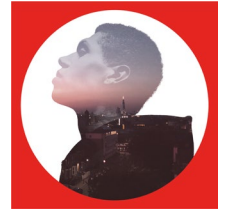
We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and a counselling service to staff.

## **Pension**

On joining Safer London, new staff are auto-enrolled into our pension scheme if they meet the eligibility criteria. Employees will pay an employee's contribution of 4% and Safer London will pay an employer's contribution of 3% every month. Employees may choose to contribute more than 4%.

## **Equity, inclusion and diversity**

At Safer London we value diversity and we're committed to creating an inclusive culture. We know that in order to make London a safer place for the young people that live here, we need a diverse range of perspectives, experience and knowledge. Issues of racial justice are central to the work we do. We are fully committed to anti-racism and actively oppose systemic oppression of any form. We celebrate diversity and challenge inequality. As an organisation, we will proactively become part of the solution, since we are not prepared to sit back, do nothing, and be part of the problem.



## HOW TO APPLY

If you are committed, resilient, and believe you have what it takes to work collaboratively with young Londoners and their families to help them create better futures for themselves, then please apply.

To apply for this role complete the online application form via the Safer London website: [www.saferlondon.org.uk/join-the-team/](http://www.saferlondon.org.uk/join-the-team/)

As an agile working organisation, shortlisting will take place on a rolling basis and the closing date is subject to change at any time. Interviews will take place in person at Safer London's central office based in Southwark.

As part of the online application, you will be required to confirm you have read our [Privacy and Cookie Policy](#) and [Safeguarding and Child Protection Policy](#).

Please note we don't accept CVs.

Should you need any adjustments to the recruitment process, at either application or interview, or experience any technical issues when trying to access and/or complete the online application form, please contact us at [recruitment@saferlondon.org.uk](mailto:recruitment@saferlondon.org.uk)

### Your Application

Please read the information below thoroughly before starting your application.

Your supporting statement is a very important part of your application. We cannot make any assumptions about your knowledge, skills and experience, so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and the values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. We are looking for evidence that you can thrive in the role advertised.

Your statement should not exceed 1,000 words. We recommend you draft and save your supporting statement outside of the application portal as your connection may time out and it is not possible to save this document online for future use.

### Data Protection

The information you provide in your application will be used by Safer London to assess your suitability for the role you have applied for. We will not use personal data for marketing or fundraising purposes (unless you have previously supported Safer London) or share your data with any third parties for their marketing purposes.

We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Safer London to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not affect whether you are shortlisted for the role you have applied for.