



People & Culture Manager

A note from our CEO

For over 40 years, The ClementJames Centre has been offering local people the skills, knowledge, opportunities and support they need to achieve their potential. We have come a long way in that time – from a straightforward homework club to a well established community support charity, transforming the lives of close to 3,000 people each year.

Our dedicated staff team is essential to the success of everything we do. Together, we work towards creating a fairer society where everyone is equipped with suitable skills and gets the opportunity to achieve their ambitions. We do this by providing high quality services driven by individual needs. Working at ClementJames will put you at the forefront of making positive social change, helping local children and adults to grow and succeed.

We recently produced a Strategic Plan, outlining significant ambitions to be an exemplar of high quality and targeted support to people in the local community. At this time, we are looking for a high calibre candidate to join our team as the People and Culture Manager. You will play a significant role in ensuring that we continue to offer a supporting and inclusive environment for people working at ClementJames. This will involve overseeing the onboarding and induction of new staff and volunteers, supporting our DEI ambitions and carrying out wellbeing initiatives. This is a new role at ClementJames and so there is an opportunity to shape the way that we support people at ClementJames and be an example of best practice. You will report to the Chief Operations Officer and work alongside other managers who have their own programme focus areas.

In 2024 ClementJames introduced a 9 day fortnight policy through which, staff members will work 9 days over a fortnight and have a Friday off. We introduced this as a way of prioritising staff wellbeing, and ensuring individuals have a strong work-life balance. This policy will apply to you.

If you believe that everyone should have the opportunity to realise their ambitions and live fulfilled lives and you would like to join a dynamic, innovative organisation, then The ClementJames Centre could be the perfect career choice for you.

Dami Solebo



Job Purpose

The People & Culture Manager is responsible for shaping and sustaining an inclusive, supportive, and values-driven working culture at CJC. This hands-on role will work closely with the Chief Operations Officer to support HR operations, policy, recruitment, wellbeing, and training for both staff and volunteers. Our people—whether paid or voluntary—are central to our mission, and this role ensures that everyone feels welcomed, heard, and valued.



Person Specification

Essential

- Experience in an HR or people leadership role
- Excellent communication, diplomacy, and emotional intelligence
- Strong organisational and project management skills
- A commitment to equity, diversity, and inclusion
- Experience in recruitment, onboarding, and people systems
- Comfortable engaging with both staff and volunteers across all levels

Desirable

- CIPD qualification or working towards it
- Experience managing or training volunteers
- Knowledge of UK employment law and safeguarding standards
- Background in non-profits, community, cultural, or education settings
- Experience reporting to senior leadership or boards



Who are we looking for?

We are looking for people who can demonstrate our values: **Enable, Quality, Understanding, Improvement, and Partnership.**

Enable: we believe in helping people find the resources and achieve the independence they need for long-term solutions. Are you someone who strives to achieve the right outcome for each individual? You will be committed to building an inclusive culture in which everyone is valued for the unique people they are.

Quality: we are committed to providing the best environment for our staff to flourish so we can provide the best possible services to the community. Are you someone who is self-motivated, with a sense of ownership over tasks and duties? You will take pride in being efficient in all aspects of your work. You will also have the ability to plan and prioritise tasks and meet deadlines in a fast-paced working environment.

Understanding: we value the experience of every person in our community; our work is based on our understanding of the community's priorities. Are you someone who is kind and supportive of others? We need team members who deliver a professional service while maintaining compassion for clients and colleagues alike.

Improvement: we analyse what works and we learn from mistakes. You will have a growth mindset, embracing challenges and reflecting on how to develop and improve. You also have a positive attitude and the ability to work flexibly.

Partnership: we work collaboratively with individuals and organisations to achieve shared goals. Are you someone who enjoys working as part of a team? You will be supportive of your team members and beyond as we work together to equip the community for success.

Main duties and responsibilities

Key Relationships - Internal

- All staff across departments
- Volunteers
- Trustees (particularly for HR reporting)
- Line Managers

Key Relationships - External

- HR and legal advisors
- Life Assurance and benefits providers
- DBS and safeguarding services
- Volunteer support and training partners
- Recruitment platforms and agencies
- DEI and wellbeing consultants

People Operations (Staff and Volunteers)

- Draft, update, and manage people-related policies, including staff and volunteer procedures and the staff and volunteer handbooks
- Oversee onboarding and induction for both staff and volunteers
- Maintain accurate people records in People Cloud and Salesforce
- Lead on annual leave, wellbeing, and adjustment conversations
- Support with the enactment of HR policies
- Draft adjustment letters and key employment documents
- Ensure compliance with employment law and safeguarding standards
- Oversee DBS checks and safer recruitment compliance
- Support managers with annual appraisals
- Stay updated on legal and sector best practice

Strategy

- Lead on the development of the charity's People Strategy, including:
 - Meeting regularly with the Senior Management Team to inform the direction of the strategy
 - Conducting, surveys, focus groups and interviews with key stakeholders to inform the strategy
 - Meeting with the representatives of the People & Culture Committee (trustee sub committee)
 - Drafting of the final strategy document
- Lead on the development of the charity's Employee Value Proposition
- Lead on the review of the charity's Safer Recruitment Strategy

Main duties and responsibilities (continued)

Recruitment (Staff and Volunteers)

- Create and update recruitment packs
- Post vacancies and manage application processes
- Coordinate interviews, references, and offer communications
- Champion inclusive, accessible recruitment practices
- Lead on the recruitment procedure for both staff and volunteer
- Provide support and training to hiring managers

Culture and Wellbeing

- Be a visible and supportive presence across the organisation
- Plan and deliver wellbeing initiatives, such as:
 - Tea and cake gatherings
 - Birthday vouchers and cards
 - Staff and volunteer social events
 - Farewell slides, mugs, and celebrations
- Lead on staff and volunteer feedback surveys and action planning

Volunteer Engagement and Development

- Coordinate onboarding and training for all volunteers
- Ensure volunteers are included in communications and organisational culture
- Collaborate with teams to match volunteer skills to opportunities
- Recognise and celebrate volunteer contributions
- Support volunteers throughout their time with CJC, including exit processes

Monitoring, DEI, and Reporting

- Administer and analyse DEI and staff/volunteer surveys
- Report regularly to Trustees on HR and culture developments
- Monitor and evaluate recruitment and retention
- Stay updated on legal and sector best practice



Safer Recruitment

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of children and adults at risk.

Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluation information from and about candidates to make sure that all persons appointed are suitable to work with our children and adults.

The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Our principles:

- We will always seek to recruit the best candidate for the role based on merit, including their skills, experience, motivation and competencies. Our robust recruitment and selection process should ensure the identification of the person best suited to the role and the organisation.
- We are committed to diversity and equality of opportunity and will interview all applicants (internal and external) who self-declare at application as having a disability, and who meet the minimum requirements in the person specification of the vacancy they are applying for.
- We will make reasonable adjustments at all stages of the recruitment process in order to enable successful candidates who declare disabilities to start working or volunteering with us.
- Any current member of staff, volunteer or client who wishes to apply for vacancies and is suitably qualified will be considered and addressed fairly and objectively based on their merit.
- As an organisation committed to safeguarding, we will ensure all under 18s joining the organisation have ongoing risk assessments to make sure their role and activities are safe and appropriate.
- All documentation relating to candidates will be treated confidentially in accordance with GDPR legislation.

A woman with brown hair, wearing a grey sweater and a blue lanyard with 'STAFF' written on it, is engaged in a conversation with two men in dark blue suits. They are in a room with a white wall and a bookshelf in the background. The woman is looking towards the man on the right, who is partially visible. The man on the left is also partially visible, looking towards the woman.

To find out more, please contact:

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