Application Pack

Ref: WA111

Head of Human Resources

Salary: £71,400 per annum

Full time – Maternity Cover

Closing date: 21 June 2021 (noon)
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About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain’s heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a "Royal Peculiar" under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign owes much to Elizabeth I, who first granted the Abbey its charter on 21st May 1560.

Westminster Abbey’s mission is currently stated as:

• To serve Almighty God by offering divine Worship daily and publicly;
• To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of Her Majesty;
• To serve the nation by celebrating the distinctive witness of the Christian faith; by upholding the place of religious faith within national life; and by active engagement with Parliament, Whitehall and others in positions of public service;
• To serve all pilgrims and visitors to the Abbey, and to maintain a tradition of hospitality.

Following the appointment of The Very Reverend Dr David Hoyle as Dean in November 2019, the Dean and Chapter have begun a review of the Abbey’s priorities for its ongoing mission.

To date our aspiration to revitalise moral and spiritual values in public life has largely been pursued through the Westminster Abbey Institute, which runs an extensive programme of work in partnership with public servants and public service institutions around Parliament Square and beyond. This includes a well-established fellowship programme, seminars with leadership teams facing particular challenges and an extensive programme of public lectures, dialogues and symposia given by some of the country’s most eminent public servants, academics and experts from a wide variety of fields.

We also have a thriving Learning department which, in addition to offering activities for families and youth groups, also offers guided tours, workshops, self-led visits, outreach and sessions by videoconference to primary and secondary schools on a variety of curriculum-relevant topics from Christianity to history and science, drawing on the Abbey’s rich history and heritage.

Prior to the pandemic, the Abbey attracted well over one million paying visitors each year, from all around the world. A large number of people also attended services which take place seven days a week.

Because the Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies almost entirely on income from visitors, the pandemic hit us hard. The loss of income has been a serious issue, and Chapter had to make a series of adjustments to its financial strategy whilst also responding to the new requirements for safety in places of worship. We had to enter into a painful process of reducing the number of staff, alongside many other cost reduction measures. We have adapted effectively, and we now anticipate a gradual recovery in numbers coming to the Abbey for worship and tourist visiting over the coming months and years. However, we expect that we will continue to live in a culture of financial stringency for some time.
Worship and music are central to the priorities set by the Dean and Chapter; we kept the Abbey open for public worship throughout the latest lockdown and are now gradually resuming our programme of choral services.

The Abbey employs around 300 staff in a variety of roles and also relies on over 400 volunteers. The Head of HR is paramount to the success of these individuals and their collective teams. This role provides an opportunity for the successful candidate to join the Abbey at an exciting time – one of unprecedented challenge and consistent change, but also of great possibilities, as we seek to serve a nation which more than ever needs the inspiration, healing and hope that the Abbey characteristically offers.

**Organisation Structure**

The governing body of the Abbey, as laid down in our Statutes, is the Dean and Chapter, which comprises the Dean and four Canons of Westminster, all of whom are Crown appointments. Chapter meets monthly to develop strategy, make relevant decisions and review performance. It is supported and advised by the Receiver General, who also acts as Chapter Clerk and Registrar. The day to day management of the Abbey is also delegated to the Receiver General, who, with the support of the Deputy Receiver General, leads the Senior Management Team, which is made up of the Abbey’s Heads of Department.

It is expected that the Head of HR will report to Dean and Chapter on a quarterly basis, contributing to relevant discussions and providing expert advice on people and HR matters.

The Abbey functions through a number of legal entities, and some key aspects of its work are supported and orchestrated through committees and steering groups. Despite the structures in place, on a day to day basis the Abbey is a dynamic and collegiate place to work with a welcoming and relatively informal culture, focussed on getting things done.

The Abbey’s current leadership and management structure and the HR department chart are shown below.
Job Description

JOB TITLE: Head of Human Resources (Maternity Cover)

DEPARTMENT: Human Resources

ACCOUNTABLE TO: Director of Finance and Deputy Receiver General, with a dotted line to Receiver General

ACCOUNTABLE FOR: The HR strategy for the Abbey; operational delivery of HR services, and line management of the HR Team (directly the Deputy Head of HR and Learning & Development Manager)

KEY RELATIONSHIPS: Internal: The Dean and Chapter, Department Heads, including the Senior Management Team (SMT), Payroll Manager, (other support functions, IT, Communications, and Finance), Volunteer Supervisors, all Staff.

External: CIPD, ACAS, the London HR Faith Network, the Church of England HR Forum and other external advisers and suppliers.

JOB SUMMARY: To provide comprehensive HR strategic, advisory and support services to the Dean & Chapter for the paid staff and volunteers of Westminster Abbey, Westminster Abbey Choir School and Westminster Abbey Enterprises Ltd. To continue helping to support the shape of the Abbey’s employment culture, to ensure it remains a wonderful place to work. To provide strategic leadership on health and safety matters.

MAIN DUTIES AND RESPONSIBILITIES:

Advice and Strategy

1. Devise and deliver the HR strategy to meet the needs of Westminster Abbey and associated organisations, reporting on a regular basis to the Dean and Chapter, including key HR metrics.

2. Advise the Dean & Chapter of the implications of employment related legislation, operational people management and staff development.

3. Identify and ensure mitigating actions for people related risks.

4. Design and oversee implementation of L&D strategy to ensure the Abbey has the human capability required.

HR Projects

5. To further develop, or in some areas begin to design and implement the following HR strands:
   a) Mental Health and Wellbeing
   b) Diversity and Inclusion
   c) Staff Survey Actions
   d) Benefits and Reward
   e) People Policies and Employment Contract Review
   f) Re-designing the appraisal and performance culture
   g) Internal Communication
6. Design, review and implement HR processes, policy and practice to ensure they are comprehensive, consistent and fit for purpose in line with current legislation, best practice and the needs of Westminster Abbey.

7. Ensure that all information processed by the HR Department is accurate and up to date.

8. Lead, manage and develop a small but high performing HR Team.

**Health and Safety, Safeguarding, and Social Engagement**

9. Work with the Abbey Safeguarding Officer, on ensuring the adherence to an effective safeguarding culture.

10. Ensure policies and procedures regarding health and safety are in place and implemented working closely with retained specialist support services.

11. Work with the Learning department in promoting and supporting the development of a social engagement agenda. Specifically, supporting measures such as apprenticeships, work experience schemes and ensuring staff are inspired to be a part of social engagement activities across the Abbey.

**Learning and Development**

12. Lead on the planning and development of a programme of activities for staff development.

13. Continue working on the leadership development programme for senior managers, ensuring that there is a thread of effective and consistent Abbey leadership throughout the Abbey.

14. Lead on the Abbey’s focus for health and wellbeing. Ensure it is promoted well, that it is weaved in across the Abbey. That staff and managers are properly supported whilst liaising with Dean and Chapter on the offer of pastoral support.

**Internal Communication and Employee / Volunteer Engagement**

15. Work with the Communications and ICT departments to foster excellent and effective staff and volunteer communication channels.

16. Enhance communication and consultation across the Abbey to better embed the Abbey’s values and to build a community built on openness, transparency and mutual respect.

17. Work with the Deputy Head of Visitor Experience to ensure a smooth volunteers experience.

**Pay, Reward and Benefits**

18. Work with the Finance department and specifically the Payroll Manager, to run an effective and efficient monthly payroll process.

19. In consultation with the Staffing Review Committee, maintain and develop reward and retention strategies that are affordable and align staff interests with the needs of the Abbey. Be responsible for regular reviews of pay and benefits offered by the Abbey.

20. Oversee the administration of all relevant financial aspects of HR including pay and benefits and the Group Personal Pension Plan. Act as Secretary and Administrator for the Trustees of the Abbey defined benefits pension scheme ensuring effective relationships with professional advisors.
Recruitment and Resourcing

21. Work with managers across the Abbey to oversee and improve the quality and effectiveness of staff, through recruitment and resourcing.

22. Manage and monitor staffing budgets and ensure the effective control of external costs from recruitment service providers.

23. Be accountable for ensuring that all of the Abbey’s recruitment is in accordance with relevant employment legislations, and is in line with the Abbey’s priorities.

24. Work with department heads to ensure appropriate succession plans are in place for key roles.

Equality and Diversity

25. Ensure that the Abbey’s Equality and Diversity policies are adhered to and reviewed in line with current best practice and legislation.

26. Ensure that employees feel comfortable to work, and that this is weaved throughout the entire employee life cycle.

27. Ensure that all issues relating to employees and volunteer relations are dealt with robustly, fairly and sensitively. To handle sensitive personal matters with discretion and sensitivity.

The responsibilities contained within this job description are not exhaustive and may be amended from time to time to reflect the changing needs of Westminster Abbey.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training.
Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. ‘Essential’ criteria are those that the job holder absolutely must have in order to do the job. ‘Desirable’ criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential

Education/Training/Qualifications

1. Qualified to degree level with MCIPD/FCIPD or equivalent qualification.

Experience/Knowledge/Skills

2. Broad experience of working well with senior teams, with strong influencing and negotiation skills
3. Ability to take the lead and make people decisions from an organisational wide perspective.
4. Demonstrable track record of success as a generalist HR leader within a high-profile service orientated environment.
5. Excellent knowledge of employment law (to include pensions, pay, health & safety, data protection) and best practice in terms of policies, processes and governance structures.
6. Specific knowledge of performance management, restructuring, personnel development, training and retention strategies.
7. Excellent written and verbal communication skills with the ability to influence others to achieve results within the context of a working church.
8. Proven management skills to lead, inspire and motivate a team, with the ability to take decisive action when required with high levels of sensitivity.
9. Understanding the safeguarding context within an organisation.

Personal Attributes

10. A commitment to the Abbey’s mission and an understanding of and sympathy for the Christian ethos.
11. A personal commitment to and alignment with the Abbey's values, with a dedication to the maintenance of its reputation and the ability to be diplomatic and discreet.
12. An ability to work with ambiguity and sensitivity to the specific environment of a living Church and commercial enterprise.
13. Personal energy and drive with the ability to think strategically and to work under pressure.
14. The personal characteristics required to build credibility and trust in the HR function and with colleagues in other departments.
15. Ability to build relationships with people from all walks and stations of life, and to influence and inform accordingly.

Desirable

16. Working within a religious Church environment.
17. Ability to handle if required, the preparation of tribunal documentation (bundles).

This Job Description will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the postholder.
Working for us

Employment Status
This post is a maternity cover.

Salary
The salary for this role is currently £71,400 per annum and is paid on the last Friday of each month.

Probationary Period
The appointment is subject to a probationary period of six months.

Working Hours
These are 40 hours per week. The normal arrangement of working hours is 9am to 5pm Monday to Friday, however the postholder will be required to work hours that suits the needs of the business.

Annual Holidays
The holiday entitlement is 33 days per annum including recognised public holidays.

Training
On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Pension Scheme
All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Season Ticket Loan
A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

Medical Insurance
The Dean and Chapter will pay 50% of premiums to join a nominated private medical insurance scheme after one year’s employment.

Staff Discount
All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.
Equality Statement, Safeguarding and How to apply

Equality Statement
The Dean and Chapter aims at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant’s abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding
Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment from the Abbey doctor.

How to Apply
Please complete our application form as CVs will not be accepted.

Please read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification.

Use the ‘Personal Statement’ section of the form to tell us; your reasons for applying for this post and how you meet the criteria as set out in the person specification.

Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: applications@westminster-abbey.org If you are unable to email your application, please telephone the Human Resources department on 020 7654 4863.

Applications should arrive no later than noon on Monday 21 June 2021.

Interviews will be held on Monday 28 June 2021 (first round) and Wednesday 7 July 2021 (second stage). The first stage will include a pre-prepared exercise.

Westminster Abbey is an equal opportunities employer and has recognised that it needs to strengthen the diversity of its leadership, so we are particularly keen to hear from candidates who are from a BAME background and can bring diversity of thought to our team.

We regret that, due to the large number of applications we receive, we are only able to contact you or provide feedback if you have been shortlisted for interview. We appreciate your interest in our work at Westminster Abbey.