

Head of People and Operations

Location: United Kingdom (Remote based role, with travel into Animal Aid's office in Tonbridge, Kent)

Reports to: General Manager

Direct Reports: None initially, but the successful candidate will be responsible for recruiting one direct report (administrator) into their team. This Head role will also be the main point of contact for Animal Aid's externally contracted HR Advisor.

Contract: Full-time

About the Role

Reporting into the General Manager and working with the CEO and senior colleagues, the postholder will provide strategic and operational leadership to support the organisation's mission, sustainability, and growth.

The Head of People and Operations is a senior leadership role responsible for HR and People, while providing significant support to the General Manager on finance, governance, and general operations, ensuring that the NGO has the systems, processes, and culture required to deliver impact effectively and responsibly.

Key Responsibilities

People and HR Leadership (70%)

- Serve as a member of the Senior Leadership Team, contributing to organisational strategy, planning, and decision-making and deputise for the General Manager as required.
- Lead the organisation's Human Resources function, ensuring alignment with organisational goals and values.
- Oversee all aspects of the employee lifecycle, including recruitment, onboarding, performance management, learning and development, employee relations, and offboarding.
- Lead on salary benchmarking and pay review processes and liaise with external payroll provider to ensure accurate pay and benefits.
- Ensure compliance with UK employment legislation and HR best practice.
- Develop and maintain HR policies, procedures, and staff handbooks.
- Foster an inclusive, positive, and high-performing organisational culture and lead on organisational well-being initiatives.
- Develop and manage disciplinary, grievance, capability, absence, and performance management processes.
- Encourage employee engagement through overseeing surveys and feedback.
- Oversee the creation of team building days, quarterly team meetings and other events.

Financial Management (15%)

- Support the General Manager in the financial planning, budgeting, forecasting, and monitoring processes.
- Assist the General Manager where necessary, which might include the creation of timely management accounts and financial reports for the CEO, leadership team, and Council, and the preparation of annual audits and statutory reporting requirements.

Operations and Organisational Effectiveness (15%)

- Lead various continuous improvement initiatives across operations, systems, and internal processes.
- Ensure effective safeguarding, health and safety, and compliance arrangements are in place.
- Support the General Manager and CEO in governance matters by assisting in the preparation of Council meetings, agendas papers and attending Council meetings from time to time.
- Office Management: Lead on the management of Animal Aid's hybrid office, ensuring that the office is a comfortable working environment and equipment is maintained. Duties include negotiating and renewing contracts, insurance, and ensuring health and safety issues are in accordance with current legislation.

Person Specification

Essential Skills and Knowledge

- Senior-level experience managing HR function and employment-related matters.
- Strong understanding of UK employment law and HR practices.
- Experience of financial management, budgeting, reporting, and financial controls.
- Experience developing and implementing organisational policies and procedures.
- Excellent organisational, project management, and problem-solving abilities.
- Strong written and verbal communication skills.
- Ability to build trusted relationships with staff and Council members. Ability to balance strategic thinking with operational delivery.
- High levels of integrity, discretion, and professional judgement.
- Professional qualification in HR (CIPD level 5 or above) or substantial equivalent experience.
- Committed to the objectives of Animal Aid and be sensitive to our ethical, vegan stance and outlook.

Desirable

- Experience working within the charity, NGO, or not-for-profit sector.
- Experience supporting boards, committees, or governance structures.
- Professional qualifications in finance or business management.