

Delivery Lead Job Description

Job Title: Delivery Lead – Client and People

Number of days: 22.5-30 hours per week over 3, 4 or 5 days

Salary: FTE salary is £40,000. (*Pro rata for 22.5 hours for example is £24,000, 30 hours is £32,000*)

Contract type: Part time

Experience required? With a strong interest in the benefits of flexible working to people and business, you will have a generalist HR background, ideally from a range of sectors. A solid understanding of the HR legal framework is desirable. Bringing experience of employee engagement work, you will also be confident to engage with senior leadership teams.

We are looking for someone who has the ability and desire to support our clients take forward values-based change programmes to improve working lives and drive business success. With the ability to think both strategically and operationally, you can engage with organisations as a whole to make lasting and meaningful change. You will have a capacity to see things from the perspective of both the people and business sides. It would be desirable for you to be CIPD qualified.

This role is quite broad, so if you don't meet all of the criteria, but are interested, please do talk to us.

Location: The role will predominantly be based at home with some travel each month to Glasgow for activities such as: induction and training, team meetings, 1-2-1s, as well as some travel to clients' premises.

Responsible to: Flexibility Works Directors and Co-Founders

Flexible Working: This role is integral to our small core team. There is flexibility on the hours worked and flexibility on where you work (home working combined with some team working in Glasgow, as well as some work on site with clients). We urge you to talk to us about the flexibility you need particularly under the current circumstances.

Why join us at Flexibility Works: We are a small team that makes up for our size in our huge passion for flexible working and sharing our skills and expertise across many business and teams, to enable a fairer, happier and healthier working environment for everyone.

Whilst we have been passionate about flexible working for some time, this is a fantastic opportunity for you to become involved in a topic which now has a high level of visibility across the country. As well as flexible working arrangements, you will be entitled to 34 days holiday FTE per year (which will be pro rata dependent on your hours).

About Flexibility Works: Flexibility Works is a social business, co-founded by two of Scotland's leading experts in Flexible Working – Lisa Gallagher and Nikki Slowey. With a practical and creative approach, Flexibility Works supports employers to develop more flexible workplaces – a win-win for their people and their organisation. Flexibility Works is a leading commentator on flexible working in Scotland and also works closely with the Scottish Government and policy makers to drive forward this agenda.

Application Notes: To apply, please email your CV along with a short covering letter (no more than 1 page) which details: (a) why you are interested in the role and (b) why you would be a good fit for the role and for our organisation.

Please email the covering letter and CV to Laura-Jane Clements, Business Support Manager laura-jane.clements@flexibilityworks.org by 5pm on Thursday 7th July 2022.

First interviews to held w/c 18th July.

Follow up interviews: w/c 1st August.

1. Role & Context

Due to an increase in client work, Flexibility Works are looking to recruit an experienced HR/ people professional to be our “Delivery Lead – Client and People”, supporting the training and consultancy part of our business. You will work directly with organisations from a variety of sectors, to embed a more flexible working culture. This is a unique opportunity to play an intrinsic role within a small, dynamic start-up. You will not only help to achieve organisational objectives, but you will also help to shape them in this current fast-moving climate.

You will have an HR background, with experience of employee engagement work, and you will also be confident to work with senior leadership teams. A strong foundation of people management principles is important. We are looking for someone who is interested in and experienced in delivering change programmes and someone who can engage with the organisation as a whole. You will have a capacity to see things from the perspective of both the people and business sides, so strategic and operational thinking will be required. A solid understanding of the HR legal framework is desirable. You will be deeply interested in partnership working and will work with organisations to understand where their organisation is currently at in regards to flexible working and where they are going.

One of your principal responsibilities will be to work with employers to deliver our ‘Go Flex’ programme, a series of workshops, surveys and focus groups for both senior leaders and employees. The purpose of ‘Go Flex’ is to support organisations to better understand what the leaders and employees views are and the type(s) of flexible working they will embed going forward.

You will also be involved in delivering bespoke consultancy projects with clients, for example, trialling a 4-day working week, rolling out a flexible working programme within organisations you have built up relationships with and delivering our flexible working training for line managers and people (based on our existing training programmes).

You will be confident analysing employee survey and focus group data and, supported by Directors, making recommendations to leadership teams about what their flexible working culture should look and feel like, based on our insights and work with them. You will have a strong interest and understanding of flexible working through your HR experience.

You will be confident in working as part of a small team, to collaborate, recommend, challenge and create fantastic flexible working plans for employers. Everything you do will be helping to drive forward the flexible working agenda in Scotland – helping more people and more businesses benefit from flex.

You will be given a high level of autonomy, whilst also benefitting from the experience of Flexibility Work’s co-founders, colleagues, trustees and trusted advisors.

This is an inclusive working culture, where all Flexibility Works employees are expected to be highly proactive, to bring ideas and opportunities to the organisation and to find new and creative ways for the organisation to make impact.

This role is quite broad, so if you don’t meet all of the criteria, but are interested, please do talk to us.

2. Key Responsibilities

Strategic

- Passionate about the topic of flexible and new ways of working, you will engage directly with employers – at both a senior leadership level and an employee level- to understand better what they want to achieve in regards to flexible working.
- With support from the Directors, you will offer solutions and recommendations to these organisations, based on our existing programme of support as well as helping to devise and deliver bespoke consultancy projects.
- Be willing to make suggestions and contribute ideas about the future development and iteration of our current services and products.

Operational

- With support and input from the Directors, help to run our 'Go Flex' programme for employers
- Support and take the lead on the delivery of bespoke consultancy projects for employers such as trialling the 4-day working week or a roll out of their flexible working approach
- Confident in engaging with people at all levels, and with the support of the Directors, you will identify organisations who would benefit from our current products and services
- A seasoned HR/ and or people professional you will design and facilitate employee feedback and work with senior leadership teams
- Work with external stakeholders including employer clients and funders
- Manage all project plans, data, administration, reporting and evaluation relating to your work, providing the Directors with regular reporting and progress updates
- As a small new-start organisation it is expected that all employees be adaptive and work collaboratively and supportively with colleagues, and as such you will be expected to perform other reasonable tasks as set out by the Directors.

3. Person Specification

Knowledge and Experience

- An HR background, with experience of employee engagement work
- A strong foundation of people management principles
- Experience of change programmes.

Desirable:

- A solid understanding of the HR legal framework
- Experience on delivery/ facilitation of training
- Project management experience
- Practical experience of helping an organisation to embed flexible working
- CIPD qualified

Skills

- Ability to think creatively and strategically; a capacity to see things from the perspective of both the people and business sides
- Confident facilitating sessions with both employees and senior leadership teams
- Partnership working
- Bring credible ideas and solutions
- Excellent written and verbal communications skills
- Strong attention to detail
- Highly motivated with good organisational and project management skills
- Ability to multitask and work independently or in a team environment with minimum supervision
- Ability to bring the subject of flexible working to life with engaging case studies and real life examples

Personal Attributes

- Aligns to our values, which are:
 1. We are mission-driven and prioritise wellbeing and work life harmony for all
 2. With a creative mindset, we offer a safe, enjoyable space for all our customers, colleagues and employers
 3. We are curious and take time to understand your story and deliver customised solutions
 4. We build relationships and bring people together to collaborate and share best practice
 5. We take action by rolling up our sleeves and getting stuff done
 6. We care deeply about equality, justice and improving people's lives
- Work autonomously, taking ownership
- Communicate openly and honestly
- Proactive, with a high level of initiative
- Ability to listen and collaborate with others
- Positive and resilient
- Adopts a flexible, adaptable approach, even in the face of challenges
- An interest in the flexible working agenda.
- Desirable - an understanding of the changing nature of work and new ways of working