Date Issued: October 2026

JOB DESCRIPTION

Job Title	People Partner
Reports to	Head of Talent, Attraction & Resourcing
Location	Hybrid, with regular travel across the operational homes
Job Purpose	The People Partner will provide proactive, area-specific partnership to operational leaders across Achieve together, enabling them to understand their workforce challenges, make informed decisions and take ownership of their people priorities. Representing the full People function and its centres of excellence, the People Partner will bring together workforce insight, specialist expertise and operational context, translating these into clear priorities and practical actions. The role will connect People strategy, and the People plan with operational priorities, strengthening leadership capability, addressing workforce challenges and improving outcomes for team members and the people we support.
Key Deliverables	• Improved workforce stability, retention and employee experience across the designated operational area. • Reduced agency dependency through sustainable recruitment, retention and workforce planning solutions. • Clear, insight-led workforce action plans with measurable outcomes and strong operational ownership. • Improved leadership capability and confidence in managing people, performance, attendance and employee relations. • Proactive identification and management of workforce risks, trends and emerging operational priorities. • Stronger succession planning, internal talent pipelines and workforce capability. • Effective and legally compliant delivery of organisational change, including TUPE, restructures and growth activity. • Closer partnership between People and Operations, resulting in measurable improvements in workforce and operational performance.
Key Accountabilities	**People Insight & Action** • Bring together workforce data and insight across all People Team functions, including interim agency, permanent recruitment, retention, absence, employee relations, training compliance/ learning, pay/ reward and workforce performance.

- Translate information into clear priorities, risks and recommended actions for key operational stakeholders.
- Help operational leadership understand the underlying causes of workforce challenges and where intervention is required.
- Support operational teams to develop and own local action plans with clear measures of success.
- Monitor progress and outcomes, maintaining visibility and accountability for agreed actions.

Operational People Partnership

- Act as the key People Partner for a defined operational area, building strong relationships with Operations Directors and Heads of Area.
- Develop a strong understanding of local operational and workforce challenges, recognising that different homes and geographical areas may require different approaches.
- Facilitate regular workforce conversations focused on trends, risks, priorities and actions.
- Provide appropriate challenges, coaching and guidance to strengthen management, ownership and capability.
- Connect operational teams with People specialists where additional expertise or intervention is required.

Workforce & Leadership Capability

- Support leaders to proactively address recruitment, retention, agency usage, absence, employee relations, learning and workforce planning challenges.
- Use workforce trends to identify recurring issues and support operational teams to develop sustainable, preventative solutions.
- Strengthen management capability in areas including performance, attendance, conduct, employee relations and people management.
- Identify broader leadership, learning, succession and talent priorities and connect operational teams with appropriate support.
- Encourage operational leaders to take ownership of developing capability and internal talent pipelines within their teams.

Organisational Change and Design

- Support operational teams to design and deliver process to ensure the effective TUPE, restructure or growth objectives.
- Ensure overall legal and legislative compliance through all change processes.

Compliance and Governance

- Partner with relevant departments to ensure regulatory compliance, aligned to CQC and CIW expectations.

	• Ensure an up-to-date knowledge of employment legislation aligned to organisation policies. • Identify and report risks, ensuring appropriate intervention. **Continuous Improvement & Employee Experience** • Bring together insight from across the employee lifecycle to identify themes, trends and opportunities for improvement. • Share effective approaches across operational areas to support consistency and continuous improvement. • Support leaders to assess whether actions are delivering the required outcomes and adapt their approach where necessary. • Work collaboratively across People and Operations to improve workforce stability, employee experience and operational performance. **Culture, Engagement and Wellbeing** • Champion organisational values and behaviours, ensuring equity, diversity and inclusion are priorities across all levels and roles. • Support and encourage team member engagement initiatives, such as At:BU and Team together. • Actively review and analyse team member insights and feedback across both internal and external platforms, such as Glassdoor, whistleblowing notifications, Insights and other channels, translating into meaningful action. • Promote wellbeing initiatives and interventions, ensuring organisational awareness of key tools and support mechanisms.

PERSON SPECIFICATION

Knowledge and Experience	• Demonstrable experience in a generalist HR, People Partner or similar role, preferably within a multi-site, operational or health and social care environment. • Strong knowledge of current and upcoming UK employment legislation, HR best practice and the practical application of policies and procedures. • Experience supporting organisational change activity, including restructures, consultation processes, TUPE, service openings or closures. • Good understanding of workforce planning, absence management, retention, engagement, reward, wellbeing and culture improvement.

	• Experience coaching and influencing managers to build confidence, capability and accountability in people management. • Ability to analyse people data, identify trends and recommend practical actions to reduce risk and improve workforce outcomes. • Experience working collaboratively with specialist people teams and operational leaders to deliver effective, joined-up people solutions. • Awareness of regulatory requirements within health and social care, including CQC and CIW expectations, would be desirable. • CIPD qualified or working towards CIPD qualification, or able to demonstrate equivalent experience.