

Chief People Officer

Welcome

Dear Candidate,

Thank you for your interest in joining World Vision UK as our new Chief People Officer.

Founded on a prayer 70 years ago, World Vision helps all children, regardless of religion, race, ethnicity, or gender in some of the world's most dangerous places. Inspired by our Christian faith, we help children and families overcome poverty and experience fullness of life.

The need for our work at this time is greater than ever. The COVID-19 pandemic has exposed the global inequalities that the most vulnerable children and their families suffer. This is why our focus will and must remain on the greatest threats to children. Together, COVID-19, conflict, and climate change threaten the international order, global security, and ability to build community resilience. They are dramatically impacting childhoods and girls' and boys' dreams for the future. Yet our unwavering promise, motivated by our Christian faith, to reach the most vulnerable remains exactly the same.

This is an exciting and important time for World Vision UK and a significant time of transformation. Consequently, we are now seeking a new Chief People Officer who will play a key role in defining and building the culture, capability and capacity across the organisation, that will enable World Vision UK to deliver an ambitious programme of transformational change. As a member of the Strategic Leadership Team, you will be at the heart of the development and implementation of World Vision UK's strategy and be a custodian of the organisation's People Strategy and Workforce Plans.

You will be a values-driven, experienced leader used to working in complex organisations with a diverse stakeholder community. You will be a strategic leader, experienced in leading change at scale, and with considerable experience of developing and successfully delivering HR strategy and plans. You will have the ability to shape and influence organisational structures, processes and culture that promote and sustain agility and high performance. World Vision has six core values that guide and determine our actions, and you will practise these along with a strong commitment to the goals and mission of World Vision. In particular, you will be a committed Christian.

We are actively committed to increasing the diversity of our executive team and welcome applications from all sectors and backgrounds. If, having considered this brief, you believe you can support us to transform the lives of the world's most vulnerable children in our lifetime, giving them hope and the future they deserve, we would love to hear from you.

Mark Sheard
Chief Executive



Who we are

World Vision UK is a leading support office within the World Vision Partnership. As a Partnership World Vision has over 70 years experience working with communities and partners to create opportunities for better futures for children, even in the toughest circumstances. We operate in over 100 countries, employ approximately 35,000 staff and over 100,000 volunteers, and have an annual income in excess of \$3bn.

As a Christian organisation our mission is to follow Jesus Christ in working with the poor and oppressed to promote human transformation, seek justice and bear witness to the good news of the Kingdom of God.

We pursue our mission through integrated, holistic commitment to:

- *Transformational Development* that is community-based and sustainable, focused especially on the needs of children.
- *Emergency Relief* that assists people afflicted by conflict or disaster.
- *Promotion of Justice* that seeks to change unjust structures affecting the poor among whom we work.
- *Partnerships with churches* to contribute to spiritual and social transformation.
- *Public Awareness* that leads to informed understanding, giving, involvement and prayer.
- *Witness to Jesus Christ* by life, deed, word and sign that encourages people to respond to the Gospel.

Our focus is on helping the world's most vulnerable children overcome poverty and experience fullness of life.

We work alongside children – of all faiths and none – inspired by our Christian faith.

We partner with local leaders and organisations, working alongside communities as they're empowered to highlight their needs and set their own goals, and equipping them to sustain and continue progress, long after we've left.

Our integrated approach includes water, healthcare, education, child protection and income generation. When disaster strikes, we're there, quickly providing immediate support – and we stay, helping to rebuild lives for children, families and communities.

Our Impact

Together, with our supporters and partners, we've helped millions of children and families out of poverty, and we are often first on the ground when a crisis strikes.

In 2020, the World Vision Partnership impacted the lives of 47 million people across 54 countries through our long-term community projects. 3.4 million children were directly helped through 1,250 community projects. We responded to 66 disasters, bringing humanitarian assistance to 27.1 million people. And 1 million loans were dispersed through our microfinance partner VisionFund, totalling \$576 million, empowering more than 1.1 million women. 34% of our international funding was allocated to the most fragile countries where we work in 2020.

Our faith

World Vision was founded on the words of a simple but powerful prayer,

"Let my heart be broken by the things that break the heart of God."

Our faith in God is at the heart of World Vision; our inspiration, our strength, our guidance. And we're committed to following the teaching and example of Jesus Christ in his identification with those who are poor, vulnerable or forgotten. In practical terms, this simply means that we want to make a positive difference in the world around us as a reflection of God's unconditional love for all.

- We believe every child matters. Every child has a God-given right to reach their full potential.
- We believe faith can transform lives. Prayer, words and action can lift children out of poverty.
- We believe in God's unconditional love. Our role is to reflect that love in everything we do.
- We believe in working with people of all faiths and none. We partner with all who share our heart for the world's most vulnerable children.

"I have come that you might have life – life in all its fullness." John 10:10

Faith and development

Motivated by our faith, we serve the most vulnerable children and, together with others, deliver internationally agreed rights and the Sustainable Development Goals.

Our faith gives us the ability to build relationships of mutual respect and understanding between ourselves and people of other faiths and worldviews. Such connections build trust, allowing the deeper attitude changes which can support and protect children and open up their whole futures.

We work with those of all faiths and none to bring about lasting change for communities. Our beliefs allow us to work more closely and deeply together with communities — achieving longer-lasting, truly transformative change for children.

Our values

World Vision has six core values that guide and determine our actions, and each value is a challenge that we seek to live and work to every day.

We are Christian

We follow the teachings of Jesus who calls us to love our neighbours, care for children and challenge injustice.

We are committed to the poor

We are called to serve the neediest people of the earth, to relieve their suffering and to promote the transformation of their well-being.

We value people

We believe that every person is created equal and entitled to freedom, justice, peace and opportunity. We celebrate the richness of diversity in human personality, culture and contribution*.

We are stewards

We take great care of the resources entrusted to us by others, whether this is money, time or trust, and we are open and transparent in our reporting.

We are partners

We work together with all those who care, recognising that more is achieved through cooperation than competition.

We are responsive

We respond to need whenever and wherever we can. We shall never rest while children suffer in situations that can be changed.

*Equality, diversity and inclusion are very much part of the World Vision UK 'DNA'. Together we are building an inclusive culture that encourages, supports and celebrates diverse voices of our staff, volunteers and those we serve. We take a broad view of diversity and inclusion. We value the visible and invisible qualities that make you who you are. We welcome every person recognising that they bring a unique perspective and experience to advance our mission to bring life in all its fullness to the children and communities we serve.

World Vision UK

World Vision UK was established in 1982 with the objective of mobilising the financial, practical and prayerful resources of individuals, churches, institutions and government in support of our global mission. Since then, we have grown significantly:

- 239 employees in the 2020/21 financial year
- £52.8m income in the 2020/21 financial year
- 73,000 regular giving supporters

Within the UK, as well as raising income and working with our National Offices and communities in the Global South to design, implement and monitor programmes, we raise awareness of the issues facing children, and give them a platform to speak out on the issues they care about. We offer the public unique opportunities to engage with global issues at a local level, and to help create change through giving, campaigning and praying. And we connect with government to influence changes that will improve life for the children we serve.

Our strategy

Our calling is to stand with the world's most vulnerable children, shining God's light into the world's darkest places. By inspiring people in the UK to join us – in giving, in prayer and in campaigning for change – we seek to enable children to experience life in all its fullness, now and in the future.

Our mission has never seemed so urgent. While the COVID-19 pandemic remains a global health emergency, it is also having a devastating impact on children's futures. We are blessed to be part of the World Vision Partnership's global response to this challenge, which has reached more than 72 million people, including 31 million children, in over 70 countries. But this isn't the only factor contributing to the vulnerabilities children face.

Today, COVID-19, climate change and conflict are the biggest causes of child vulnerability. COVID-19 has disrupted children's lives all around the world in multiple ways, climate change is perhaps the biggest risk, with nearly half of the world's children living in countries that are at an 'extremely high-risk' from its impact. Conflict and climate change are both key drivers of children being displaced from their homes and all that they know. Sadly, today, half of the world's refugees are now children.

Combined, these three factors are leading to children facing increased hunger and malnutrition, more displacement, declining safety, increasing use of harmful coping mechanisms such as child marriage and child labour and falling levels of health and education. Additionally, parents and carers of children are less able to earn a living to provide for their children.

Our response to the scale and urgency of these challenges has been to adopt an ambitious growth strategy to enhance our capability to respond – Project Bubka.

The Bubka ambition

World Vision UK has committed to a multi-year programme of transformation. It's a radical transformation that has a holistic programme comprising interdependent plans to:

- Generate substantial income growth with a focus on more flexible funding and impact.

We will deliver this by:

- Returning our supporter numbers to a path of growth. By growing our supporter numbers, we strengthen our ability to generate funds and support for vital programmes to tackle COVID-19, climate change and conflict.
- Building and growing sustainable and diversified institutional funding, deepening our relationships with public sector institutions while exploring new income streams, such as commercial contracts.
- Innovating and partnering for greater impact and income, including by establishing a new Strategic Partnerships directorate. We want more children to live life in all its fullness and we therefore want to grow our partnerships with others who can make change and fund activities to help transform their lives.

- Achieve significant proportional reduction in costs with new ways of doing business.

We will deliver this through:

- A digital transformation plan – that will include substantial process re-engineering and deliver continual rapid and cost-effective operational gains to improve our agility and effectiveness
- A people plan that will ensure we have the capacity, capability and culture to deliver our transformation.

Our radical transformation will take time and money – so it is underpinned with a financial plan that will enable us to make the necessary strategic investments. We're excited about our plans, and we're encouraged with progress so far. It's an exciting time to join the team!

Job Description

Job title:	Chief People Officer
Division:	<p>Member of both the Strategic Leadership Team and The Finance and Business Services Leadership Teams.</p> <p>People and Culture – the People and Culture group is comprised of three teams:</p> <ul style="list-style-type: none">• Human Resources Operations, including Payroll (for World Vision International Executive team and UK-based staff)• HR Business Partners• Culture and Capability
Line manager:	Chief Executive Officer
Direct reports:	Head of Culture & Capability, Head of HR Operations and HR Business Partners
Indirect Reports:	P&C Team comprises of 7 HR staff, 4 Culture and Capability staff, and 1 Payroll officer
Key relationships:	CEO, Directors and other senior leaders, Finance and Business Services Leadership Team Leadership Team peers; all employees in World Vision UK, World Vision Partnership leaders in related functions, other World Vision Support Office senior staff, and peers in other major UK NGOs.
Financial responsibility:	Oversight of group expenditure of approximately £180k

Role purpose

Using extensive people management skills and experience the post holder will be expected to play a central role in defining and building the culture, capability and capacity across the organisation, that will enable World Vision UK to deliver an ambitious programme of transformational change. As a member of the Strategic Leadership Team (SLT), to contribute to the development and implementation of World Vision UK 's strategy and be a custodian of the organisation's People Strategy and Plans.



Key responsibilities:**Strategic Leadership**

- Contribute to the development and delivery of World Vision UK 's overall strategy through active membership of World Vision UK Strategic Leadership Team and in particular, lead the development, implementation and monitoring of World Vision UK strategies for people, including organisation design, development and culture.
- Provide strategic advice and guidance on people management issues and complex employee relations casework applying business acumen and discernment, combined with professional expertise.
- Work with the Director of Finance and Business Services to design and implement structural, resource and process improvements within an integrated Business Services Function.
- Provide support to the World Vision UK Board and relevant sub committees e.g. the Organisational Effectiveness Committee.
- Uphold and promote World Vision's identity and Christian commitments, seeking ways to promote and maintain the spiritual nurturing and pastoral care of staff.

Team Leadership

- Model a commitment to living out the core values of World Vision UK, with specific responsibility for spiritual nurture of the People & Culture team. Full participation in devotional meetings.
- Lead, manage and develop a high performing, motivated People and Culture group, and oversee group plans and budgets.

Service Delivery

- Establish processes, capacities and a culture that promotes and embeds innovation across World Vision UK.
- Lead our strategic workforce planning and management. Implement processes that ensure World Vision UK has the right capability and capacity.
- Ensure that we have, and effectively use, mechanisms to engage with staff, allowing regular feedback to senior staff on World Vision people management activity and staff wellbeing
- Champion the Equality, Diversity and Inclusion agenda with the Board of Trustees and Senior Leaders and support the delivery of the World Vision UK ED&I action plan.
- Ensure World Vision UK Faith at Work activities are aligned to the relevant Partnership Management policies. Promote and support spiritual nurturing across the organisation through key moments, such as the Day of Prayer, Devotions and championing a culture that puts God at the centre of all we do.

Professional Expertise

- Continually develop professional expertise in HR and OD through research, learning and external events.
- Monitor trends, opportunities and risks in relation to people management in the external environment and ensure alignment with relevant World Vision Partnership strategies and policies.



Knowledge and experience

- Significant experience of leading HR functions in complex organisations, including managing and developing the HR function and HR professionals in a busy environment.
- Demonstrable experience of developing and successfully delivering HR Strategy and plans that are integrated into and support the overall business strategy.
- Significant experience of providing strategic HR leadership and expertise to support organisational change programmes.
- Significant experience of delivering advice and guidance to senior leaders on HR strategy and complex casework that balances the needs of the business and individual with HR strategy and policy.
- Track record in developing a high-performing internal team that is fit for purpose and can deliver high quality HR services to the organisation and meets client needs.
- A working knowledge of UK employment law and best practice.
- Graduate level qualification (or equivalent) in Human Resources Management/Development, Business Leadership, or related fields or demonstrable evidence of continued professional development and accreditation.
- (Chartered) Membership of professional body (CIPD) and evidence of engagement in professional networks.

Desirable:

- Experience of implementing HR Information Systems.
- Good awareness of process improvement methodologies and tools that can drive improved service delivery.

Skills and abilities

- The ability to develop and deliver solutions across a full range of HR disciplines including total rewards, talent development and retention, resourcing and recruitment, employee engagement, employee relations, and HR service delivery.
- A proven track record of results in supporting and empowering line management to deliver great people management.
- The ability to shape and influence organisational structures, processes and culture that promote and sustain agility, high performance and World Vision's Core Values.
- The ability to proactively seek out partners and collaborate across the organisation to build unity and achieve greater impact.

Personal style and attributes

- Active Christian Faith.
- Strong commitment to the goals and mission of World Vision.
- Inspirational leader with the ability to build a compelling vision and align others behind it.
- Highly self-aware and understands personal impact; role models the right behaviours.
- A commitment to transformational change, learning, improvement and performance.

Terms of appointment

Salary:

Circa £90K per annum.

Location

The role can be based anywhere in England but you must be available and willing to travel to our Head Office in Milton Keynes frequently.

Employment:

This is a full-time permanent post assuming a minimum of 36.5 hours per week.

Holidays:

25 days paid holiday per annum plus bank holidays.

Pension:

World Vision UK operates a Group Personal Pension Plan and will pay 7% of your basic salary into your plan as an employer contribution with a minimum 3% employee contribution from you.

Other Benefits

Private Medical Cover on successful completion of your probation period.



How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Juliet Brown on juliet.brown@starfishsearch.com and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/world-vision-chief-people-officer/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date: **Monday 28th March 2022**

Preliminary interviews with Starfish: **w/c 11th April 2022**

Interviews with World Vision UK: **w/c 2nd and 9th May 2022**

