

RECRUITMENT PACK

DIRECTOR OF PEOPLE AND CULTURE



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WELCOME FROM THE CHIEF EXECUTIVE

For 165 years Battersea has been here for dogs and cats, and in 2025 the need for our services and expertise remains as strong as ever. We are a globally renowned and highly impactful charity, and we would not be where we are without the passion, determination and expertise of our people who strive to create a world where dogs and cats are treated with care, compassion and respect.

Our new organisational Strategy sets out our growth ambitions for the next five years. Whilst committed to expanding our work through our three centres and the delivery of our core animal care and rehoming services, we are establishing new and significant, needs-led programmes to prevent dog and cat health and welfare issues at the earliest possible stage. We are establishing strategic alliances with selected partners to drive greater, collective impact for animals in need. We continue to engage with parliamentarians to drive regulatory change, and we have a new focus on public campaigns and behaviour change and the provision of advice to support those seeking or already owning a pet.

Battersea is an organisation known world-wide for its knowledge, and highly skilled colleagues, across both animal and support services. We are investing extensively in our people, their engagement and their learning and development and are working hard to become a more diverse and inclusive organisation. Our unique Academy shares our knowledge and expertise through training and development opportunities to practitioners in the rescue sector globally, complemented by a targeted grant giving programme to help sector colleagues across the UK and in Greece, South Africa, Sri Lanka and Thailand.

Our people are a critical enabler of this Strategy. In the last two years, we have invested in modernising and growing our use of technology, and we recognise that this must be accompanied by a strategic approach to empowering our dedicated and determined people to work in new ways.

Our People strategy revolves around three key pillars: ensuring our team structures and ways of working to enable collaboration and effective delivery; growing our people's skills and capabilities to develop talent and maximise the impact of our work; and ensuring our people experience creates a culture which makes our people feel valued, included, heard and supported, so that all may thrive in their roles.

We are now seeking a dynamic and highly strategic Director of People and Culture to lead this transformation, who will support us in developing the teams, cross organisational working, skills and great workplace experiences that will enable us to achieve our organisational goals. Beyond your commitment to our cause, we're looking for a motivating, values-led leader. You'll be joining an organisation that takes pride in being welcoming, open and inclusive for our dogs, cats and people.

Battersea is a dynamic, thriving and ambitious charity that is a real force for change, and we have a vital role to play in delivering better outcomes for even more dogs and cats in the future. If you're excited by this opportunity, then we would love to hear from you.

Peter Laurie

Chief Executive

ABOUT US

Battersea is one of the oldest and best-known charities in the world.

Our Founder, Mary Tealby, was a pioneer of animal welfare and rescue when she set up Battersea in 1860. Her mission was to never turn away an animal in need of our help, a promise Battersea keeps to this day. Every year we help around 5,000 dogs and cats across our three centres in London, Old Windsor and Brands Hatch, and tens of thousands more beyond our gates.

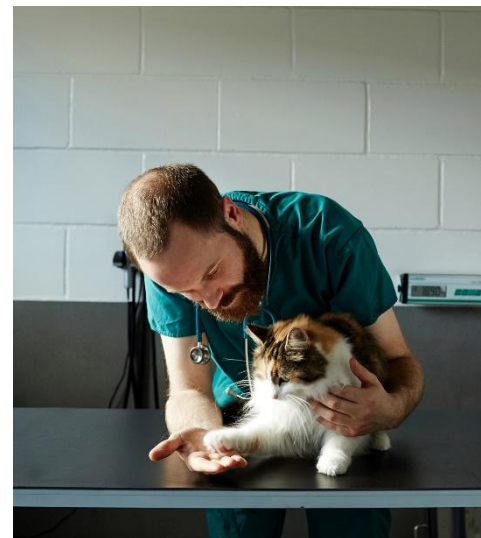
Our new strategy is built around three central goals: to prevent the causes of poor dog and cat health and welfare; to support individuals and communities who most need help with their dogs and cats; and to provide and enable expert care for the dogs and cats that need a place in rescue. Our aim is to help many more dogs and cats than ever before. Find out more about our organisational strategy [here](#).

- Find out about our recent achievements in our [2023 annual report](#).
- Find out more about the work of our animal care teams working in our centres, in our [24 Hours in Battersea films](#).
- Discover more about our commitment to the dogs and cats in our care, with our recent brand video [The Bond](#).

More than ever, our focus is on using our profile and voice to make an impact for all dogs and cats that need help including those we will never see at our Battersea centres.

Our expertise means that Governments, the animal welfare sector and key partners seek us out for our trusted advice and to influence and create change. Our Policy & Public Affairs, Marketing & Communications teams work together to campaign and engage with politicians, key decision makers and wider society to influence legislation and policy to create positive change for animal welfare.

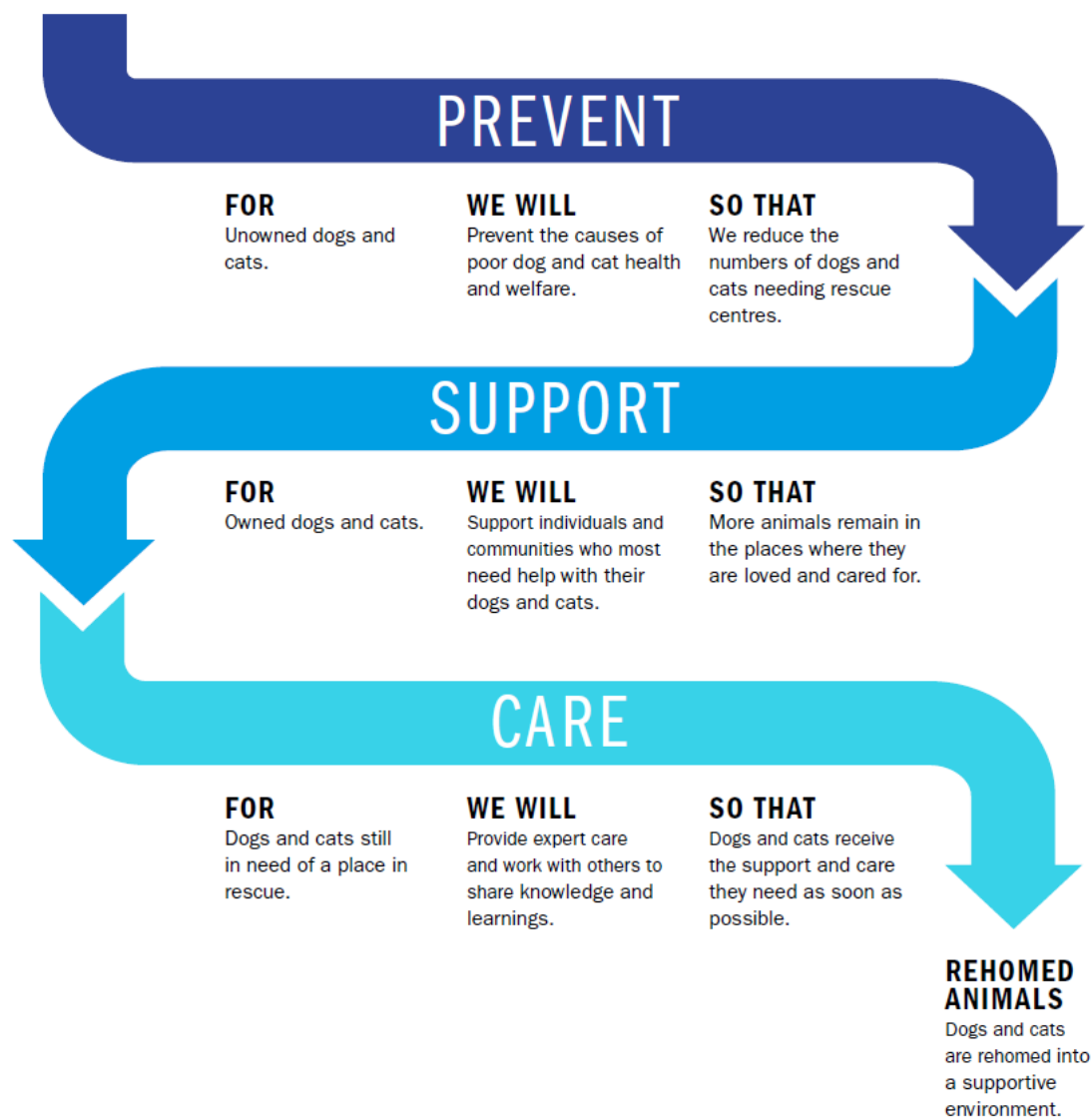
Battersea's influence now stretches globally as we strive to build a better world for dogs and cats, sharing our expertise with rescue and rehoming organisations across the world through our Academy and grant making in this growing and increasingly important area of our work. Find out more about our Academy and the difference it is making in [this film](#).



**TOGETHER,
WE'RE HERE
FOR EVERY
DOG AND CAT**

OUR STRATEGIC AMBITION

Working with others we will create lasting change for dogs and cats. We will seek to prevent the causes of poor dog and cat health and welfare, support individuals and communities who most need help with their dogs and cats, and provide expert care to the dogs and cats that need us.



OUR PEOPLE STRATEGY

Unlocking impact by making Battersea a great place to work together

To deliver our ambition to have a greater impact for more dogs and cats, we need to facilitate and empower our dedicated and determined people to work in new ways; with teams, cross organisational working, new skills and great workplace experiences that enable us to achieve our organisational goals.



TEAMS & WAYS OF WORKING

We will set our people and teams up for success to work well together to deliver our plans

- Departments and teams with optimal structures and roles to deliver their work and enable a positive people experience
- Grow the integration and impact of volunteering in the delivery of our work
- Successful collaborative cross organisational and matrix working by having the right structures, roles, processes, culture and ways of working
- Well planned, well managed and well delivered organisational change to enable us to deliver our organisational strategy



TALENT AND CAPABILITIES

We will grow individual and organisational skills and capabilities to enable us to be more impactful in our work, develop talent and grow careers

- Giving all our people the opportunity to develop the right skills so they can do a great job and grow their career
- Developing our managers and leaders to enable a great people experience within and across teams, and impactful leadership and delivery of our work
- Building new skills and capabilities to enable us to deliver our organisational ambitions



OUR PEOPLE EXPERIENCE

We will create a culture where people at Battersea feel valued, included, heard and supported to make a positive impact in their work.

- Seeking, listening to and understanding the insights and feedback from our people and working with them to create positive changes in their experiences of working at Battersea
- Building a more equitable people experience across all teams and groups
- Continuing our ambitious work to become a truly diverse and inclusive organisation where everyone is welcomed, valued, respected, supported and enabled to thrive in their roles

OUR VALUES

Our values bring us together and remind us to always strive to be an inclusive, caring and forward-thinking place to work, while ensuring every decision we make is for the good of dogs and cats.



Care

We care wholeheartedly about our mission to be here for every dog and cat, and the work we each do to achieve this.



Expertise

We are experts at what we do, focusing on continual improvement, learning and growing our expertise, so we can all be the best we can be.



Determination

We stay focused and solve problems to achieve our goals and our mission to be here for every cat and dog.



Respect

We treat one another with respect, just as we treat every cat and dog with respect.



Inclusion

We champion diversity in all its forms, so that everyone can be themselves and feel valued and included.



Collaboration

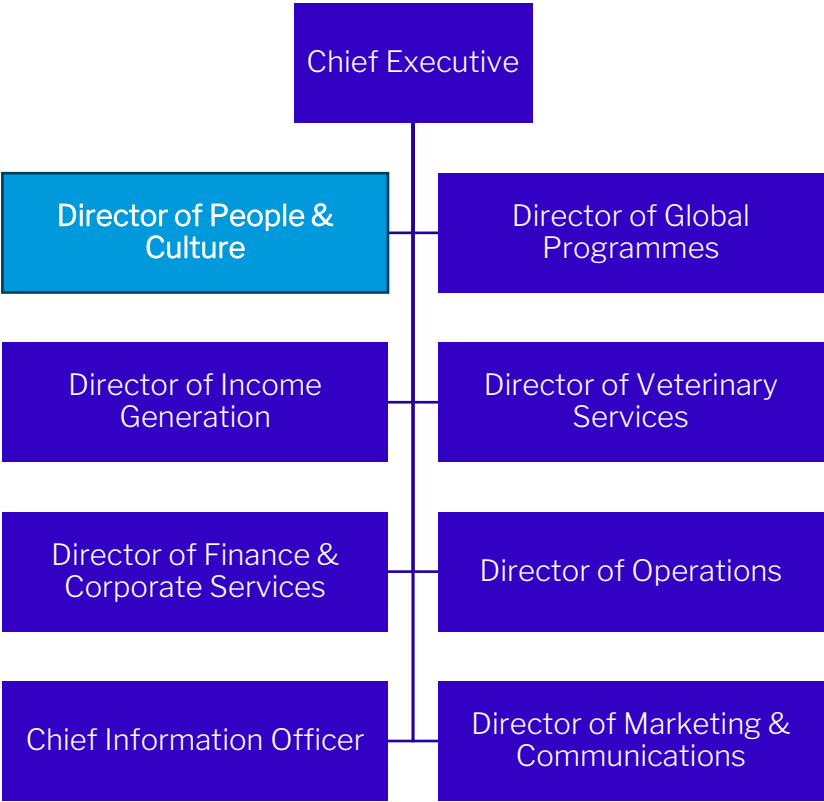
We understand that by working together across teams and with our partners, we achieve more for dogs and cats

JOB DESCRIPTION



KEY INFORMATION

JOB TITLE Director of People and Culture	PENSION Up to 10% employer contribution
SALARY £100,000 per annum	ANNUAL LEAVE 28 days
LOCATION Battersea, with occasional travel to other centres. Battersea operates a hybrid working model with staff splitting their time between office-based and home working, dependent on the needs of their role and the charity. We expect our People & Culture Director will spend at least 50% of their time at our Battersea (London) centre, providing visible on-site leadership, with occasional travel to our other centres in Old Windsor (Berkshire) and Brands Hatch (Kent).	ADDITIONAL BENEFITS Free healthcare cash plan, enhanced parental leave, season ticket loan, life insurance MAIN PURPOSE OF THE ROLE: You will set and evolve the strategic direction and execution of Battersea’s People Strategy, ensuring alignment with organisational priorities and future readiness. You will ensure the charity has the culture, capabilities, and leadership required to deliver its strategic ambitions. You will shape organisational effectiveness, workforce resilience, and employee experience across the charity. You will also serve as a trusted advisor to the CEO, Directors’ Team and Trustees, providing thought leadership and driving strategic change, talent development, and cultural transformation.



RESPONSIBILITIES

Strategic Leadership

- Provide visionary leadership of the People and Culture Directorate, comprising HR, Diversity & Inclusion and Wellbeing, Learning and Organisational Development. Build a high-impact and future focussed function that delivers strategic value.
- Champion and have leadership accountability for implementation of Battersea's People Strategy, ensuring successful and impactful delivery across the charity.
- Shape Battersea's overarching strategic development and delivery through membership of the team of Directors, role modelling and empowering inclusive leadership.

Talent Management

- Design and oversee a future-focussed talent and reward strategy that anticipates organisational needs, builds leadership pipelines and ensures Battersea remains competitive in attracting and retaining the best talent.
- Provide expert insight and guidance on organisational design and development to build Battersea's workforce resilience and ensure it has the right roles, skills and capabilities, structures and ways of working, now and for the future.
- Provide strategic advice and support to implement teams and functions, such as a new Technology Directorate and the establishment of a strategic planning and delivery function and accompanying programme management approach.
- Champion the integration and increasing impact of volunteers in the delivery of our work across Battersea and as key members of our workforce.

Culture, Change and Diversity & Inclusion

- Lead the establishment of an authentic charity-wide culture that aligns with Battersea's Mission and Values, supports high performance and organisational effectiveness and that delivers positive workplace experiences for all.
- Partner, and in some cases lead, cross-functional strategic initiatives that support organisational transformation, innovation and effectiveness. Ensure people and culture are embedded in every aspect of change.
- Embed D&I across the charity, ensuring Battersea becomes a truly diverse and inclusive organisation where everyone can thrive.

Performance, Insight and Innovation

- Use survey and other feedback, data and analytics to monitor strategic implementation, continuously improve people services and inform decision making.
- Ensure people policies and practices evolve, reflecting regulatory changes, best practice and Battersea's priorities.
- Provide formal reporting and strategic advice to the Chief Executive, Directors' team, Council of Trustees and Committees (specifically the People Committee and Governance and Nominations Committee).
- Develop and manage a significant annual budget (including the annual pay award), with a strong focus on ensuring value for money and maximum impact.
- Engage externally with senior People leaders, fostering a culture of continuous learning and innovation across the sector, and advancing Battersea's reputation as a progressive employer and a thought leader.
- Serve as the Designated Safeguarding Officer for Battersea, ensuring strong safeguarding practices are embedded across the charity.

PERSON SPECIFICATION

Knowledge and Experience

- Proven success as a senior People and Culture leader. This is likely to have been gained as a Chief People Officer, Director or equivalent within purpose-led organisation of similar scale and complexity. Experience of working in an organisation with frontline operational delivery services and delivery of services through partners internationally is welcomed.
- Extensive experience co-creating and aligning people strategies with organisational strategies and translating them into operational plans.
- Demonstrably strong leadership and people management skills and success in creating and maintaining motivated, inclusive, empowered and high performing teams.
- Significant experience of successfully leading strategic change, with strong change management understanding, and experience of working with specialist colleagues to assess change impacts and ensure effective and sustainable implementation. Experience of supporting large-scale technology transformation within an organisation is an advantage.
- Expertise and recent successful experience in developing and embedding strategic workforce planning and organisational design initiatives to drive impact and efficiency. Experience of working with or leading volunteers is an advantage.
- Track record of shaping inclusive cultures including through successful delivery and embedding of Diversity & Inclusion programmes.
- Direct experience of working as a member of an executive leadership team, and of working effectively with a Board and Committees.
- Extensive knowledge and experience of the practical application of relevant UK law and best practice, relating to employment and safeguarding.

Skills

- Chartered Member or Fellow of CIPD (or equivalent) with deep knowledge across all people specialisms and strategic application.
- Extremely strong communication and influencing skills, with experience leading strategic conversations, navigating complex stakeholder environments and presenting persuasive plans, business cases and Board papers.
- Confident in use of digital technology with enthusiasm for how technology can improve team performance, productivity, the employee experience and drive efficiencies.
- Highly numerate, with the analytical skills to use data and insight to inform planning and decision making, improve processes and assess impact. Experience of significant budget planning and management.



PERSON SPECIFICATION: PERSONAL STYLE AND BEHAVIOURS

This role needs someone with:

- A true affinity for Battersea's Mission and Values.
- An authentic sense of purpose and priority, whilst also remaining compassionate, with a strong sense of humanity, a high level of emotional intelligence and concern for the wellbeing of colleagues.
- A Growth mindset, a passion for learning and who promotes innovation and a learning culture.
- A naturally collaborative and engaging style and who has the confidence, credibility and strength of character to challenge colleagues, lead with integrity and drive change.
- A systemic approach, able to generate strategic insights and make decisions in uncertain contexts.

YOUR APPLICATION





HOW TO APPLY

If you think you have the skills and qualities that we need to become our Director of People & Culture, then we very much hope that you will apply for this role.

YOUR APPLICATION

To make an application, please go to <http://starfishsearch.com/jobs/battersea-dir-people-culture> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A covering letter (no more than two sides) that sets out your motivation for the role and describes how you meet the knowledge, experience and skills criteria.

We would also be grateful if you would 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.

RECRUITMENT TIMETABLE:

The deadline for applications is **Friday 31st October**

Virtual first stage discussions will take place in the **w/c 10th and 17th November**

Final formal Panel interviews will take place in the **w/c 1st or 8th December**



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please email Szymon.Podgorski@starfishsearch.com

HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction, including with our animal-facing staff, and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.



REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home and Starfish Search Ltd to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in Battersea's [Job Applicant Privacy Notice](#), and Starfish Search's [Privacy Policy](#). If you have any queries contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
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