



CANDIDATE PACK FOR DIRECTOR OF PEOPLE AND CULTURE



GREAT ORMOND STREET
HOSPITAL CHARITY



WELCOME

Thank you for your interest in the role of Director of People and Culture at Great Ormond Street Hospital Charity (GOSH Charity). This is a pivotal moment for us as we build on a year of record charitable contribution, develop our new 5-year strategy, and take forward some of the most ambitious projects in our history, including the development of the new Children's Cancer Centre and a landmark £300 million public appeal.

As our impact and scale increase, our people and culture have never been more important. We are evolving as an organisation, strengthening our systems and processes, advancing our EDI commitments, and shaping a workplace where colleagues feel supported, connected and able to perform at their best. We have made strong progress, but we know there is more to do.

We are now looking for a Director of People and Culture who will be central to this next stage of our development. You will lead the strategy that ensures our people, structures and culture are aligned with our mission and values of care, courage and curiosity, and you will help create a working environment rooted in trust, inclusion and high performance.

Working closely with the Chief Executive, Senior Leadership Team and Board, you will shape the workforce, leadership capability and culture required to deliver our long-term goals, from major capital programmes and research investment to evolving fundraising, digital transformation and organisational growth. You will ensure that we remain an employer of choice, attracting and developing talented people who are motivated by our purpose and able to thrive in a modern, collaborative and values-led environment.

If you are an experienced people leader who is excited by the opportunity to influence strategy at the highest level, build organisational capability and foster a culture that empowers people to do their best work, we would be delighted to hear from you.

Louise Parkes
Chief Executive, Great Ormond Street Hospital Charity



ABOUT US

GOSH Charity exists to help give seriously ill children childhoods that are fuller, funner and longer. As the dedicated charity of Great Ormond Street Hospital (GOSH), one of the world's leading centres for paediatric care, we raise vital funds to support children with some of the rarest and most complex conditions. The hospital treats children from across the UK and internationally, providing specialist care that is unavailable in most local settings.

The NHS cannot fund everything the hospital needs to stay at the forefront of children's medicine. Charitable income therefore plays a crucial role in helping the hospital offer not only exceptional clinical care, but also the hope, comfort and world-leading innovation that transform outcomes for children and families.

With the support of thousands of donors, partners and communities, GOSH Charity funds pioneering research, invests in cutting-edge medical technologies, supports family wellbeing, enhances hospital environments, and strengthens the staff who deliver life-changing care every day.

We stop at nothing to help give seriously ill children the best chance and the best childhood possible.



OUR MISSION & VALUES

Our mission is to transform the lives of seriously ill children by enabling the hospital to deliver life-changing care and discover new treatments and cures. Everything we fund is designed to have lasting impact on children's health, wellbeing and futures. We are guided by three organisational values that shape how we work:

We care

We put children, families, supporters and colleagues at the heart of everything we do. We strive to ensure that every pound raised is used to its greatest effect, delivering projects and services that genuinely improve lives.

We are courageous

We are ambitious on behalf of children and families. We champion bold ideas, embrace innovation and invest in pioneering work that advances paediatric medicine and reshapes what is possible in children's healthcare.

We are curious

We are committed to learning, exploring and seeking better ways of achieving impact. Curiosity drives our approach to problem-solving, partnership and continuous improvement.

WHAT WE FUND

We focus our funding on the areas that make the greatest difference for seriously ill children, their families and the hospital community.

Groundbreaking Research & Innovation

We invest in research that accelerates the development of new treatments, improves survival rates, enhances quality of life and deepens understanding of childhood diseases. This includes gene therapy, personalised medicine, rare disease research, cancer breakthroughs and clinical trials that shape global paediatric healthcare.

Cutting-edge Equipment & Technology

We fund advanced equipment that enables clinicians to diagnose and treat the most complex conditions. This includes surgical technologies, imaging equipment, precision medicine technologies, and innovations that make care safer, faster and more effective.

Creating Child-centred Medical Facilities

Hospital stays can be long and frightening. Charitable support enables GOSH to create spaces and services designed specifically for children, from specialist play and creative therapies to modern wards, family accommodation, psychological support and sensory environments that reduce stress and promote healing.

Patient, Family and Staff Support

We also fund initiatives that help GOSH staff deliver the best possible care, including subsidised childcare, wellbeing services, and professional development through the GOSH Learning Academy. These investments support staff wellbeing, skills and resilience, ensuring teams are equipped to provide extraordinary care for children and families.

To view of most recent annual reports, please click [here](#).

For our ongoing 2021-2026 Strategy, please click [here](#).

JOB DESCRIPTION

Job title:	Director of People and Culture
Reports to:	Chief Executive
Direct reports:	Head of People Experience, Head of People Business Partnering, Talent Acquisition Manager, EDI and Well Being Specialist, Volunteering Specialist

ROLE PURPOSE:

As a key member of the Senior Leadership Team (SLT), the Director of People and Culture will provide strategic leadership for GOSH Charity's people and culture agenda, ensuring the charity attracts, develops, and retains exceptional talent within an inclusive and high-performing culture.

The role is pivotal in shaping the long-term direction of the charity through its people - embedding our values of courage, care and curiosity, driving transformation and building an organisation where everyone can thrive and deliver their best work. The Director of People and Culture will work collaboratively across the charity to ensure our people, structures, and culture are aligned with strategic priorities, ensuring that GOSH Charity remains an employer of choice in the not-for-profit sector.

MAIN RESPONSIBILITIES:

Strategic Leadership

- A key member of the SLT, contribute to the overall strategic direction, organisational planning, and performance of the charity.
- Lead the design, delivery, and evaluation of the People and Culture plan, ensuring alignment with the charity's strategy, vision and values.
- Advise the CEO and Board of Trustees on all people and culture matters, bringing thought leadership and best practice to executive discussions.
- Champion a values-led, inclusive culture that enables collaboration, innovation, and accountability.
- Lead the organisation through periods of transformation and change with empathy and clarity, ensuring people are connected, supported and engaged.
- Act as an ambassador for the charity's commitment to equity, diversity and inclusion, both internally and externally.

Culture and Organisational Development

- Drive initiatives that embed GOSH Charity's values and support a culture of trust, belonging, and high performance.
- Ensure employee engagement and wellbeing are central to the organisation's strategy and measured through robust insights and feedback loops.
- Work collaboratively with internal communications on engagement initiatives that strengthen connection, alignment, and pride across the organisation.
- Use data, evidence and workforce analytics to inform strategic decision-making and future workforce planning.
- Champion cross-organisational collaboration and capability-building through leadership development, coaching, and talent pathways.

People Business Partnering and Employee Relations

- Support the Head of People Business Partnering function to ensure senior leaders and managers receive high-quality, timely and strategic people advice.
- Drive a proactive, relationship-based partnering model focused on coaching, capability building and organisational impact.
- Ensure People Partners are equipped to support strategic workforce planning, organisational design, change management and leadership development across all directorates.
- Oversee all aspects of employee relations, ensuring matters are handled with fairness, consistency and professionalism.
- Ensure employee relations policies and procedures are fit for purpose, legally compliant and aligned with the charity's values and EDI commitments.
- Oversee effective case management processes that balance individual wellbeing with organisational requirements, ensuring appropriate risk management and documentation.
- Lead continuous improvement of ER processes, identifying trends, root causes and opportunities to improve the employee experience.
- Be the SLT sponsor for the colleague forum and ensure it is a positive engagement tool for staff and the organisation
- Provide SLT and the Board with insight on workforce trends, cultural themes and relevant people risks that inform strategic decision-making.

Recruitment and Talent Management

- Work with the Recruitment and Talent Management Specialist to implement a comprehensive talent acquisition and management strategy that attracts, retains, and develops diverse, high-performing individuals.
- Design and promote a compelling employer brand that positions GOSH Charity as a sector-leading place to work.
- Partner with senior leaders to identify future skills needs, succession planning, and leadership pipeline development.
- Oversee equitable and inclusive recruitment processes that reflect the charity's values and commitment to diversity.
- Develop partnerships and networks to enhance the charity's external visibility and ability to attract top talent from a range of sectors.

Learning and Development

- Work closely with the Learning and Development Specialist to lead the charity's learning and development plan, ensuring all employees and leaders have access to meaningful and inclusive learning opportunities.
- Champion continuous professional development and career progression pathways across the organisation.
- Promote a culture of curiosity and lifelong learning, encouraging reflection and innovation.
- Ensure leadership development is embedded in the charity's approach to succession, change and performance management.
- Use evaluation tools to measure the impact and value of L&D interventions.

Volunteering

- Work closely with the Volunteering Specialist to provide leadership for the charity's volunteering agenda, ensuring volunteers feel welcomed, supported, and integral to delivering the charity's mission.
- Oversee the development and delivery of the charity-wide volunteering plan, ensuring alignment with organisational values, culture, and evolving service needs.
- Ensure the embedding of best practice in volunteer recruitment, engagement, recognition and development.
- Ensure volunteering pathways actively support diversity, inclusion and community engagement.
- Champion the contribution of volunteers across the charity, ensuring they feel valued and recognised for the impact they have.
- Ensure robust governance, safeguarding and compliance in all volunteer-related policies, processes and documentation.
- Develop effective mechanisms for monitoring volunteer experience, engagement and impact, using insights to continuously improve and innovate.

Equity, Diversity & Inclusion (EDI)

- Provide strategic leadership for the charity's equity, diversity and inclusion (EDI) agenda, ensuring it is fully embedded across all aspects of organisational culture, people practice and leadership behaviours.
- Lead the delivery of the charity's EDI strategy and action plan, ensuring clear accountability, measurable progress and alignment with organisational values.
- Work closely with the EDI Specialist, Programme Board, SLT colleagues and staff networks to shape a culture that promotes belonging, fairness and respect.
- Collaborate with the Internal Communications Team to ensure consistent and inclusive communications
- Ensure people policies, processes and systems are inclusive, equitable and accessible, removing barriers to progression, recruitment and participation.
- Use data, insight and engagement to identify inequalities, monitor progress and drive continuous improvement across the employee experience.
- Ensure leaders at all levels are equipped with the knowledge, capability and confidence to create and maintain inclusive working environments.
- Act as a visible champion for EDI internally and externally, positioning GOSH Charity as a leading employer for inclusion and belonging.
- Maintain accreditations such as Disability Confident Employment status or others that help GOSH Charity be more equitable and inclusive employer

People Operations and Governance

- Oversee People Operations, ensuring HR systems, policies and processes are fit for the future, compliant and effective.
- Lead on all aspects of pay, reward, recognition, and benefits, ensuring fairness, competitiveness and alignment with charity values.
- Drive digital innovation and service excellence within People operations.
- Provide assurance to the CEO, Finance and Resources Committee, and Trustees on workforce matters, compliance, and organisational health.
- Lead on all people-related risk management and business continuity considerations.
- Ensure a positive people experience from onboarding to exit

Line Management and Financial Responsibilities

- Lead and inspire the People and Culture team, providing guidance, challenge, and development.
- Responsible for an annual budget of approximately £2 million, ensuring effective stewardship of resources.
- Ensure strong succession planning within the People function and across the wider organisation

PERSON SPECIFICATION

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Qualifications

- Chartered Fellow or Member of CIPD (or equivalent senior experience)
- Relevant postgraduate qualification in HR, OD or Business Leadership (Desirable)

Knowledge and experience

- Proven experience as a senior HR/People leader in a complex organisation, ideally at Executive or SLT level
- Experience in developing and delivering a people and culture strategy that has delivered measurable impact
- Strong track record in leading cultural transformation, inclusion, and engagement programmes
- Experience of building a compelling employer brand and successful talent acquisition strategies
- Experience of influencing Boards and senior stakeholders with integrity and authority
- Experience of workforce planning, organisational design, and change management
- Excellent understanding of UK employment law and HR best practice
- Knowledge of current and innovative approaches to organisational design and employee experience
- Understanding of EDI frameworks and application in practice
- Knowledge of the charity sector and its regulatory and governance environment
- Experience of leading and developing a volunteering function (Desirable)
- Experience in the charity, public or not-for-profit sectors (Desirable)

Skills and behaviours

- Strategic thinker with a collaborative and solutions-oriented mindset
- Exceptional leadership, communication and influencing skills
- Proven ability to build trust and credibility with diverse stakeholders
- Strong data literacy and ability to interpret people analytics
- Values-driven, empathetic, and resilient leader

TERMS OF APPOINTMENT

SALARY

£115,000 per annum.

We also fund initiatives that help GOSH staff deliver the best possible care, including subsidised childcare, wellbeing services, and professional development through the GOSH Learning Academy. These investments support staff wellbeing, skills and resilience, ensuring teams are equipped to provide extraordinary care for children and families.

LOCATION

Hybrid – minimum of 2 days on average each week over the course of a month at 40 Bernard Street, London, WC1N 1LE, just opposite Russell Square tube station.

PENSION

The charity's auto-enrolment contribution is above statutory minimum with a colleague contribution of 3% of basic salary, charity contribution of 5%.

In addition, we offer the alternative options of 4% colleague/8% charity contribution, or 5% colleague/10% charity contribution.

ANNUAL LEAVE

30 days annual leave per annum, with the additional option to buy or sell annual leave.

ADDITIONAL BENEFITS

Medicash - The Charity offers a Health Cash Plan which enables you to take advantage of health-related benefits via the scheme. The scheme is there to help access health services such as virtual doctors, second opinions, skin worries, eye care and dental care.

To view all of our benefits, including those focussed on encouraging work-life balance, and your health and wellbeing, please [click here](#).

HOW TO APPLY

We hope you will consider making an application. To make an application, please go to <https://starfishsearch.com/jobs/gosh-dir-peo-cul/> 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 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.

OUR COMMITMENT TO EQUITY, DIVERSITY AND INCLUSION

We believe that GOSH Charity and the charity sector more widely should reflect the diversity of patients, communities, and society at large. We also know that having a more diverse and inclusive workforce will make us more innovative, challenge the status quo, and enable us to deliver more impact. We encourage applications from people of all backgrounds. In particular, we encourage applications from those who are currently under represented within the charity sector as they may be marginalised by race and/or ethnicity, sexual orientation, disability, long-term health conditions, or socioeconomic status.

If you would like more information about our approach to inclusive hiring please see our Inclusive Hiring Page here. You can also find out more about our commitments to EDI within our EDI Strategy here <https://www.gosh.org/about-us/equality-diversity-and-inclusion-edi-strategy/>

As a Level 2 Disability Confident Employer we are more than happy to make reasonable adjustments wherever possible throughout the recruitment process.

Closing date:

Sunday 25th January (midnight)

