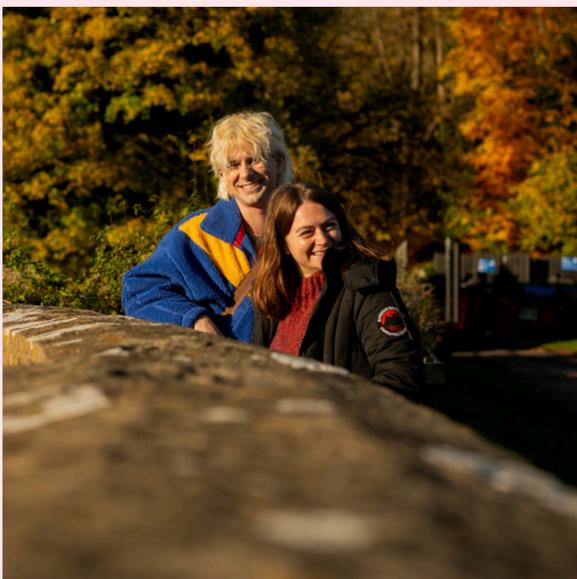




ST JOHN'S
FOUNDATION EST. 1174

HEAD OF PEOPLE CANDIDATE RECRUITMENT PACK

Contact our recruiter Amy Eldred from Frazer Jones on amyeldred@frazerjones.com to find out how to apply.



A WARM WELCOME FROM OUR CEO, CATHARINE BROWN

This is a pivotal moment for St John's Foundation - you'll be joining us at an exciting time.

We're an organisation with more than 850 years of history, but what matters most right now is where we're going next. We're creating new almshouses, welcoming more people into safe, affordable homes, and strengthening our role as a leader in our sector. At the same time, we're investing in how we work - improving our systems, sharpening our operations, and making sure we're set up to deliver well, now and for the long term.

We're also on the move. Come April 2026, our team will be based in new offices at 1 Queen Square - a building that reflects who we are today: purposeful, ambitious and rooted in community.

We're looking for people who want to help shape what comes next at St John's. We're looking for colleagues who bring ideas, energy and care; people who are prepared to challenge how things are done, while staying grounded in what really matters.

Our values guide everything we do. Trust - in each other, and in the people we support. Courage - to make difficult decisions, try new approaches and keep improving. Kindness - because how we work matters just as much as what we achieve.

If you want to be part of an organisation that is proud of its past but firmly focused on the future - and where your work will make a real difference - we'd love to hear from you.

**Catharine Brown, Chief Executive
St John's Foundation**



ABOUT ST JOHN'S FOUNDATION

For over 850 years, St John's Foundation has been changing people's lives, for good. As one of the UK's oldest charities, we are proud to serve Bath and the surrounding area.

At the heart of our work is our almshouse community, where we provide housing for older adults in need. Alongside this, we run outreach services that help older adults in Bath and North East Somerset to live independently for longer.

With the expertise and resources we have built over centuries, we are now able to support even more of our community, which is why we offer direct help to people of all ages facing financial crisis. Our Crisis Programme provides people with essential needs, such as beds, white goods, furniture, counselling, debt support and basic employment skills and training.

Every aspect of our work is built upon our values of trust, kindness, and courage, and inspired by our purpose: to change lives. For good. It's a long-term strategy, but we're unwavering. After all, we've been around for over 850 years.



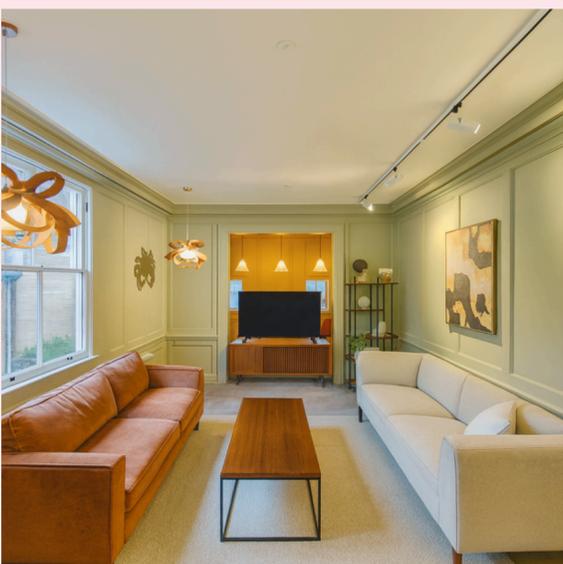
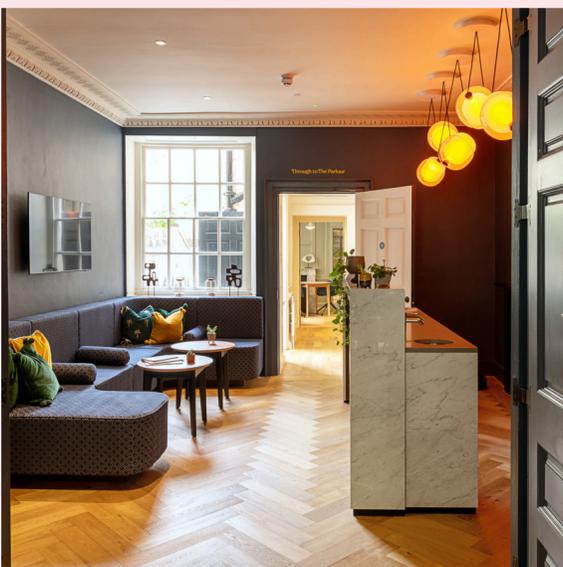
MOVING TO 1 QUEEN SQUARE

In 2026, St John's staff will move into the top two floors of 1 Queen Square. Refurbished in 2022 by the Charity's Trading Company, the House of St John's was created as a flexible, welcoming space for people to work, meet and celebrate. The building is home to co-working and dedicated desks, meeting rooms, event spaces and a relaxed members' bar. Thoughtful touches - including showers with complimentary toiletries, Dyson hairdryers and access to a courtyard garden - make it a place designed around people, not just desks.

Because of the building's character and setting, the House also hosts intimate wedding ceremonies on Saturdays, offering couples a historic yet contemporary space in the heart of the city.

As part of the move, St John's staff will be based on the top two floors, while the lower three floors will continue to operate as the House of St John's for members, clients and events. This ensures the building continues to thrive as a shared, purposeful space. The move is about more than a change of address. Relocating to Queen Square allows us to give up our existing offices, freeing up space to invest in new almshouses and welcome more older people into safe, affordable homes. It's a practical decision that directly supports our charitable mission.

Being based at the 1 Queen Square reflects who we are today - ambitious, rooted in community, and focused on using our assets in the best possible way to support people across Bath.



JOB DESCRIPTION

Location: Bath (Minimum of 4 days in the office)

Hours of Work: Full-time 35 hours per week, Monday–Friday

Responsible to: CEO

Responsible for: People Officer

Contract: Permanent

We are seeking a Head of People to manage our HR processes and effectively guide our managers in the leadership of their teams, to ensure that the right people are recruited, developed and able to flourish to deliver our objects and embed our values.

The Head of People is part of the Senior Management Team and reports to the CEO. The role will work closely with the Executive Team, in providing strategic and operational leadership.

This role offers the chance for a proactive individual who is passionate about people, to confidently navigate us through change and the delivery of our objects.

Main responsibilities

HR leadership and management:

- Develop and implement HR strategies, processes and services aligned with our overall charitable objects and values.
- Lead on the creation, delivery and evaluation of an organisation wide people development plan that develops peoples' capabilities and reflects and supports the delivery of our objects.
- Lead the HR team and provide advice and guidance to the CEO and Executive Team as well as the wider organisation.
- Embed a co-productive approach with the executive, managers and trustees to achieve targets, whilst championing diversity, equity and inclusion.
- Drive and deliver change initiatives in line with the organisation's strategic objectives.
- Be an influential and visible figure in the organisation, driving improvements forward in relation to people and culture.

HR Operations:

- Ensure high quality delivery of HR responsibilities including: Updating policies, procedures and processes to ensure legal compliance and in line with good practice; Effectively using the HRIS for data management and reporting; Overseeing resourcing requirements including workforce and succession planning, recruitment and retention; Reviewing reward and recognition initiatives to aid recruitment and retention; Managing employee relations matters including disciplinaries, grievances performance management, absence and well-being; Overseeing training and development opportunities for the whole organisation and role specific requirements.

- Monitor and provide insight, data and guidance on the effectiveness of people management practices and processes via a range of KPIs.
- Oversee the payroll and pensions administrative tasks.
- Ensure effective budget management and oversight.
- Maintain our HR policies and processes, ensuring changes to employment law and emerging good practice are promptly adopted.
- Ensure HR compliance and risk management for employee relations issues and ensuring the organisation remains up to date with relevant legislation and compliance for HR .
- Provide management support and coaching on people management matters to ensure delivery against objects.

Other Requirements

- Undertake other duties aligned with the role's purpose and the Charity's mission and values.

WHO WE ARE SEEKING

Essential (and desirable) Criteria

Qualifications

- CIPD Qualified (minimum Level 5)
- Maintained membership of the CIPD

Knowledge

- Strong knowledge of employment law.

Experience

- Proven experience across HR disciplines such as recruitment and retention, wellbeing, learning and development, reward, and HR and payroll administration as well as navigating complex HR and ER issues
- Proven experience of creating high-performance cultures that deliver outstanding organisational outcomes.
- Proven experience of leading change projects from initiation to completion, ensuring timely and successful implementation.
- Experience of identifying and mitigating risks associated with change initiatives.
- Experience of using office productivity software such as Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams) or equivalent and HRIS.
- Strong experience in all HR disciplines including organisational design and talent management (Desirable)
- Significant leadership experience gained at senior level in a complex environment (Desirable)
- Experience of working in the charity sector or with a board of trustees (Desirable)

Skills and Qualities

- Ability to implement the organisation's vision and objectives, through effective relationships with key stakeholders.
- Exceptional interpersonal, influencing, and stakeholder management skills.
- Proven track record in making sound decisions considering long-term impact
- Strong team manager who inspires and motivates team members, promoting a positive and productive work environment.
- Excellent verbal and written communication skills, including the ability to communicate complex ideas clearly and persuasively.
- Strong relationship building skills at all levels and able to nurture partnerships and collaborative relationships with a range of organisations and stakeholders.
- Takes a values-based approach to HR, aligning practices and decisions with the core values and culture of the organisation.
- Demonstrate self-awareness, emotional intelligence, and integrity, working with clarity and honesty and resilience.
- Passionate about the organisational vision, inspiring and motivating teams towards ambitious goals.
- Visionary and resilient during periods of change.

HOW TO APPLY



Contact our recruiter Amy Eldred from Frazer Jones on amyeldred@frazerjones.com or 01225 976770 to find out how to apply.

BENEFITS AT ST JOHN'S



Cycle to Work Scheme

We're proud to offer a Cycle to Work Scheme through BHN Extras, helping you save on bicycles and accessories while supporting healthy, sustainable travel. This salary sacrifice scheme allows you to spread the cost of a bike and equipment tax-efficiently, making commuting cheaper and greener.



Home & Tech Scheme

Get the gear you want for home or work with our Home & Tech Scheme from BHN Extras. Choose from a wide range of tech, furniture and more — all available through a salary sacrifice arrangement that can save you money on everyday essentials.



Private Medical Insurance

Your health matters — that's why we provide comprehensive Private Medical Insurance with BUPA. This benefit supports quicker access to medical specialists, diagnostics, and treatment when you need it most, giving you peace of mind and better control over your care.



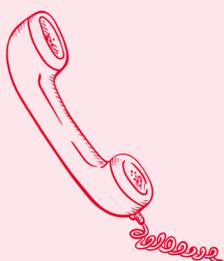
Life Assurance (3× Annual Salary)

We support your loved ones if the unexpected happens. Our Life Assurance benefit, provided by AIG, pays out a lump sum of three times your annual salary, helping to protect your family's financial future.



Salary Sacrifice Pension Scheme (10% Employer Contribution)

Plan for tomorrow with confidence. Our pension scheme, provided by Aviva, includes a generous 10% employer contribution via salary sacrifice — giving you a tax-efficient way to build your retirement savings and benefit from long-term financial security.



Employee Assistance Programme (EAP)

Life can be unpredictable — and support should be too. Through BUPA's Employee Assistance Programme, you and your household members can access confidential wellbeing services, including counselling, advice and resources for everyday challenges.



33 Days Annual Leave (Inclusive of Bank Holidays)

We recognise the importance of work-life balance. All employees receive 33 days of annual leave, inclusive of UK Bank Holidays, so you have plenty of time to rest, recharge and enjoy life outside of work.



**REGISTERED CHARITY 201476
ST JOHN'S FOUNDATION EST.1174
4-5 CHAPEL COURT, BATH, BA1 1SQ
PATRON: HER MAJESTY THE QUEEN**