



HEAD OF PEOPLE AND SUPPORT SERVICES

Job Description



Walney Extension Community Fund



AN INTRODUCTION TO BIRCHALL

The Birchall Trust supports people affected by rape, sexual violence, abuse and sexual exploitation across South Cumbria and East Lancashire.

We offer trauma informed advice, support, therapy, groups, and training services in a safe space to help people recover from trauma and lead fulfilling lives.

Our vision is to live in a society that is free from rape, sexual violence, and exploitation. Until this is achieved, we want to make sure that nobody has to suffer alone.

OUR CORE TRAUMA INFORMED VALUES

Our values align to the core trauma informed principles around:

Safety	We recognise the impact of shame, we create safe spaces and make people feel safe, by building trusted relationships.
Trusted	We avoid judgement and understand shaming and blaming language can damage people and harm relationships. We are emotionally aware. We avoid blame. We believe and do not judge.
Choice	We ensure that the people using our services have a voice and their choices are important, we understand that everyone's experience matters, and that recovery is an individual experience that will be different for everyone.
Collaboration	We work together to achieve the best possible outcome, we are person centred and see the person's strengths, building upon them. We are reflective and learn together.
Empowerment	We seek to make a difference, innovative and be the change you want to see. We make a difference, we are transparent, and take responsibility. We develop resilience enabling people to build on their strengths.

JOB PROFILE

Job Title:	Head of People & Support Services
Accountable to:	Chief Executive Officer (CEO)
Base:	Barrow/ Lancaster/ Hybrid/ Ability to travel is required
Salary:	£42,000
Hours:	Monday to Friday, 9.00am to 5.00pm
Leave:	25 days per annum (plus statutory holidays)

ABOUT THE JOB

A senior, multi-functional leader responsible for the “engine room” of the organisation. The post-holder will ensure operational excellence, organisational compliance and people-management effectiveness, while support sustainable growth and maintain high standards across all support functions.

The role provides senior leadership oversight of HR processes and people management, working closely with (and supporting) the Head of Services to ensure that procedures are robust, legally compliant and consistently applied across the organisation.

ABOUT YOU

We are looking for someone who demonstrates strong integrity and professional judgement, with the ability to handle sensitive situations and organisational matters with discretion and fairness.

The successful candidate will be resilient, remaining calm and effective under pressure, and confident in managing complexity and challenge appropriately.

They will be collaborative and hands-on, comfortable working within a small organisation where senior leaders are visible, pragmatic and actively involved.

A strong alignment with the charity's mission and values is essential, including a clear commitment to trauma-informed practice.

BIRCHALL BENEFITS

At Birchall, we value our staff and are committed to supporting your well-being and professional growth.

When you join us, you'll benefit from a range of supportive and rewarding provisions, including confidential access to an Employee Assistance Programme, a paid birthday day off, and additional annual leave that increases with each year of service, starting at 25 days and rising to a maximum of 30 days.

We offer a competitive incremental pay scale that reflects your experience and dedication, fully funded clinical supervision to support your ongoing development, and access to a structured mentor scheme to help you thrive in your role.

We also recognise and reward staff achievements through our staff rewards programme, ensuring you feel valued, supported, and able to grow within a positive and nurturing working environment.

YOUR RESPONSIBILITIES

Core Responsibilities – Administration, HR & Central Services

Provide senior operational leadership across administration and central services, ensuring efficient, well-designed processes that enable smooth day-to-day service delivery throughout the organisation.

Line manage the Senior Administrator, supporting the administration team to ensure referrals, waiting lists, caseload allocation, data entry, reporting and service closure processes are timely, accurate and consistently applied.

Oversee systems and workflows that support the full client journey, from initial referral through engagement, delivery and discharge, ensuring all processes are trauma-informed, accessible and responsive to client need.

Ensure operational performance is effectively monitored against contractual, commissioning and funder requirements, including timeliness, throughput, key performance indicators and reporting deadlines, and work closely with service leads to use data and performance intelligence to identify bottlenecks, capacity risks or compliance issues and drive continuous improvement.

Provide senior oversight of HR processes insofar as they support operational resilience, ensuring that recruitment, induction, supervision and performance management systems are aligned with service need and organisational capacity.

Lead and support the development of organisational culture, with responsibility for staff surveys, oversight of the Employee Assistance Programme and promotion of staff wellbeing.

Support the Head of Services by contributing to the development, review and consistent application of organisational policies and procedures, ensuring they are practical, legally compliant and effectively embedded within everyday operational practice.

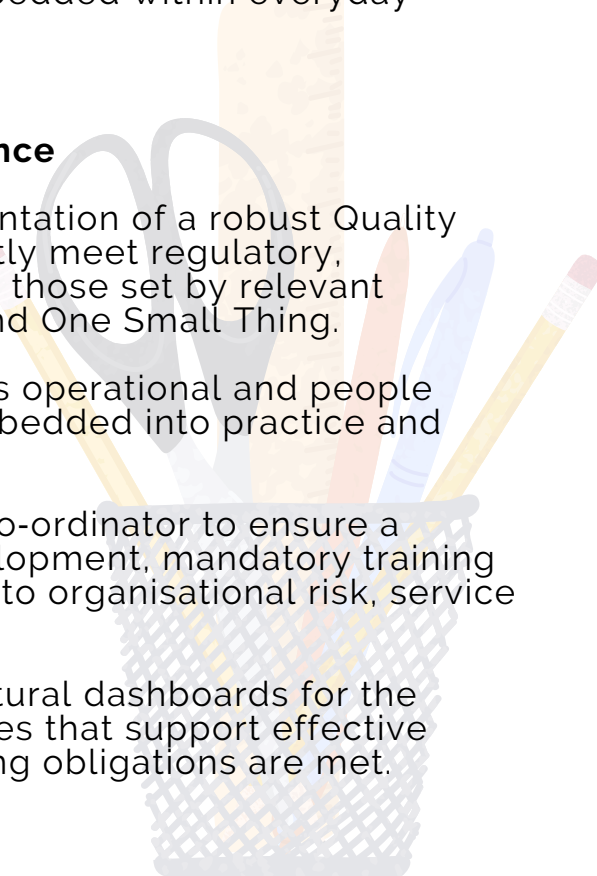
Quality Assurance (QA) & Organisational Compliance

Support the continuous development and implementation of a robust Quality Assurance framework to ensure services consistently meet regulatory, contractual and organisational standards, including those set by relevant accreditation bodies such as The Survivors Trust and One Small Thing.

Lead internal audits and compliance reviews across operational and people management systems, ensuring that learning is embedded into practice and risks are identified and addressed proactively.

Work closely with the Training and Development Co-ordinator to ensure a rolling programme of continuing professional development, mandatory training and management development is in place, aligned to organisational risk, service need and quality priorities.

Create, maintain and oversee performance and cultural dashboards for the team, developing meaningful performance measures that support effective oversight and ensure contractual and commissioning obligations are met.



YOUR RESPONSIBILITIES

Business Development

Oversee the work plan of the Business Development Co-ordinator to identify, develop and pursue new funding opportunities, including grants, commercial income and commissioned contracts, ensuring these align with organisational strategy and capacity.

Work collaboratively with the Training Development Co-ordinator to support the development of contract management and service or project management skills within the management team, strengthening delivery and oversight of funded work.

Provide senior oversight of the development of high-quality tenders and business cases, ensuring that organisational capacity, workforce implications, financial sustainability and compliance requirements are fully considered and clearly articulated.

Senior Management & Governance

Act as a key member of the Senior Leadership Team (SLT), contributing actively to organisational strategy, forward planning and senior-level decision making.

Provide assurance, challenge and professional advice to the CEO and Trustees on matters relating to operational resilience, workforce sustainability, HR compliance and overall organisational risk.

Represent the charity externally as required, building and maintaining effective relationships with commissioners, partners and relevant sector bodies to support the organisation's strategic objectives and reputation.

Key Competencies

Demonstrates strong senior operational leadership, with a proven ability to lead across multiple support functions and translate strategic objectives into effective, well-controlled operational delivery.

Bring a strong understanding of HR governance and compliance, including employment law, HR procedures and organisational policy frameworks, and the confidence to apply these appropriately and consistently in practice.

Show effective people leadership, with the ability to support, challenge and develop managers to deliver fair, robust and legally compliant people management.

Apply analytical and risk-based thinking to identify organisational risk, using data, audits and assurance processes to inform decision-making and drive continuous improvement.

Possess strong commercial and strategic acumen, balancing opportunity, risk and sustainability when making decisions relating to organisational growth and service delivery.

PERSON SPECIFICATION

Qualifications & Training	Essential	Desirable
Degree-level qualification or equivalent demonstrable experience in business management, public administration, HR, or a related field.	E	
Level 7 CIPD qualification or equivalent demonstrable level experience in a senior HR role.		D
Evidence of ongoing CPD in leadership, management or organisational development	E	
Chartered Institute of Personnel and Development (CIPD) qualification or equivalent HR training.		D
Professional certification in Project Management (e.g. PRINCE2) or Health & Safety (IOSH/NEBOSH).		D
Significant demonstrable experience in a senior operational or management role, ideally within the charity, public or not-for-profit sector.	E	
Demonstrable experience leading or overseeing HR processes and people-management systems, including recruitment, performance management and managing employee relations issues.	E	
Experience developing, implementing and reviewing organisational policies and procedures to ensure legal compliance and consistency.	E	
Experience supporting or advising managers through disciplinary, capability or grievance processes.	E	
Experience of regulatory or quality frameworks, audits or inspections (e.g. CQC, GDPR, funder or sector standards).	E	
Experience contributing to income generation or writing successful funding bids or tenders.		D
Proven experience managing budgets and delivering value for money.		D

Birchall in Numbers

WHAT WE'VE ACHIEVED

2023-24

2022 people accessed advice and information at our community events.

310 children accessed our schools programme work.



1490 individuals contacted our services for information, advice, support and counselling.

190 people received wellbeing support

371 People received adult counselling.

44 children access play therapy.



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To the future people who walk through the doors of the Birchall Trust I would like to say well done, because like me you may well be doing the best thing of your life, because I finally found my self worth and an overwhelming feeling of finally wanting to live.

Previous Client

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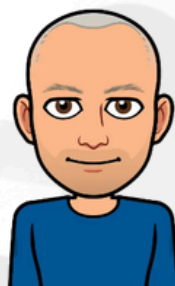
WHY BIRCHALL?

Being a part of team Birchall is a rewarding and exciting experience. With full time and freelance team members across Cumbria, North Lancs, East Lancs, and the Fylde Coast, With numerous volunteers and people with lived experience, you'll join a strong team dedicated to supporting people affected by rape and sexual abuse.

Each year we campaign, fundraise and offer educational programmes as well as wellbeing services and group work activity sessions.

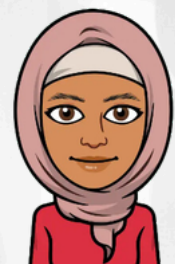
Our Volunteers

We've been incredibly lucky to have some amazing people raise both money and awareness for Birchall this year. From walking the With Her Lancaster Half Marathon (13.1 miles) to joining us for the Keswick to Barrow Walk – we want to say a huge thank you to everyone who has supported us in helping people affected by rape and sexual abuse this year.



What we offer

We recognise that each person using our services is an expert on their own emotional process and we aim to create an environment where people can develop trust in their own intuition and safety in a space where they can begin to explore their feelings and thoughts about their experience.



HOW TO APPLY

Thank you for showing an interest in applying for a role with The Birchall Trust. Please fill out our online [Application Form](#). Alternately, go to our [Vacancies Page](#) on our website, select the job you would like to apply for and click the Apply Here button.

Top Tip: Please leave up to 20 seconds for the form to submit. You will be redirected to the Equal Opportunities Form once it has been submitted. You will need to attach your most recent CV and you can upload any additional documents that you think will help with your application.

If you require any further advice on any of the above, please phone [01229 820828](tel:01229820828)

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“I can now understand why I feel and behave the way I do. I have learned grounding techniques which are invaluable. The relationship between my counsellor and I has been priceless. Thank you for giving me my life back.”

Previous Client

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USEFUL LINKS



[@thebirchalltrust](#)



[@TheBirchallTrust](#)



[The Birchall Trust](#)



[www.birchalltrust.org.uk](#)



[The Charity Commission](#)
[- GOV.UK \(www.gov.uk\)](#)