



Interim People Operations Manager
Corporate Services Team

Thank you for your interest in the role of Interim People Operations Manager.

This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details

Job title: Interim People Operations Manager

Responsible to: Chief Operating Officer

Duration: Start of April 2025 until end of August 2025

Location: Remote with monthly travel to Vauxhall, London expected

Working Hours: 35 hours per week (we offer flexibility so that you can fit your job around your home life - which is really important to us).

Salary: £34,000 to £38,000, with additional £3,323 annual London weighting if applicable

Direct reports: None

Leave allocation: 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata. We close for 3 days between Christmas and New Year, which will be deducted from your annual leave allowance.

About Kinship

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

About the role

This role will support Kinship to operate as an effective and growing charity by ensuring effective day-to-day operations and seamless delivery of the people operations at the charity.

This role is a pivotal role and will hold responsibility for ensuring that all people activity is delivered in a timely and effective manner.

You will ensure that all policies, procedures, and processes relating to the people function are up to date and legally compliant. This will include all employee lifecycle activity such as onboarding/offboarding, employee relations (including performance management), engagement and wellbeing, EDI, and learning and development.

The type of person we're looking for

You'll bring your people skills, knowledge and experience to the role. You'll need to be structured in your approach with strong attention to detail and excellent communication skills to ensure that day-to-day issues are handled while also working to improve processes and systems for the organisation to work more effectively.

You will be able to effectively prioritise competing activities. With a positive mindset you will creatively problem-solve, while showing empathy and compassion to our colleagues.

You will be highly motivated by our mission, recognising that excellent people processes are essential to allowing others to effectively complete their roles and achieve our mission.

Key responsibilities

People activity

You will be:

- working with the Chief Operating Officer (COO), the management team and Kinship's external HR consultants (The HR Dept) to design, develop and embed a high-quality people function to support the employee life cycle
- ensuring all people matters are handled consistently in line with legal requirements and Kinship's policies and procedures, taking responsibility for the update and launch of the handbook and people policies
- ensuring statutory requests (maternity, paternity, parental leave, carers leave and flexible working) are processed in line with legal requirements
- acting as the first point of contact for line managers on all people queries signposting as appropriate to HR Dept
- supporting, coaching and providing clear guidance to line managers on people matters
- contributing to change management activities, disciplinary, capability and grievance procedures (including responsibility for occupational health referrals) with support and guidance from the COO
- working closely with line managers to identify learning and development needs
- working with line managers to embed EDI principles across the charity

Systems and reporting

You will be:

- managing our HR Database (MyHR Toolkit) in conjunction with HR Dept, applicant tracking system, IHASCO, HR-Platform (DBS) and other platforms
- managing other systems and third-party providers such as the employee assistance programme to process employee data in line with data protection best practice and GDPR, iHasco for workstation assessments and equality, diversity and inclusion (EDI) compliance training, DBS background checking platform and Penelope platform as it relates to system access and initial IT equipment for new joiners
- producing regular high-quality reports for the management team, Board and COO - for example, absence and staff turnover reports from MyHR Toolkit

- supporting the production of relevant reports to support the delivery of an effective payroll function and work with the finance team to maintain relevant employee records, as required for audit purposes

Recruitment and onboarding

You will be:

- ensuring clear job descriptions, person specifications, recruitment packs and job adverts are legally compliant
- supporting and coaching line managers on the recruitment and interview process including use of the applicant tracking system (ATS) platform
- responsible for candidate background checks, including DBS, references and qualification checks
- responsible for the coordination and database management of volunteer kinship carers for interview panels on request. Ensuring vouchers are issued when required
- ensuring candidates receive a consistent and professional recruitment experience
- responsible for compulsory training and DBS renewals for staff over the employee life cycle

Induction

You will be:

- contributing to the development of the charity's induction framework
- ensuring new joiners have an excellent onboarding and induction experience
- reviewing and delivering people and culture team induction for new joiners
- coordinating corporate services team induction for new joiners
- coordinating quarterly corporate induction, making changes as required
- collating data and feedback on the effectiveness of Kinship's induction program

Employee relations and offboarding

You will be:

- ensuring offboarding processes are robust and implemented consistently to safeguard the charity's assets and to comply with data protection rules
- issuing appropriate leaver communication on receipt of confirmation of leaver

- conducting exit interviews with leavers, creating meaningful analytics and insights to inform retention strategies
- providing support and guidance to line managers on employee relations matters utilising HR Dept as required

Other

You will be:

- responsible for all template letters ensuring they are compliant and reflect Kinship's tone of voice
- contributing to monthly staff newsletter
- coding people invoices before sending to COO for authorisation
- supporting the successful organisation and delivery of the staff away day and other staff meetings
- leading on ad hoc people projects as required
- contributing to the successful overall operation of the charity by undertaking such other tasks as may from time to time be requested

Knowledge, abilities, skills and experience

Essential

The successful candidate will have:

- HR certification or significant demonstrable experience of supporting the development of a high-quality people function within a growing organisation
- an ability to work in a changing and flexible organisation
- demonstrable problem-solving and conflict resolution abilities
- knowledge of best practices, employment laws, and regulations
- effective written communication skills with proven ability to write accurately, clearly, and persuasively for different audiences
- demonstrable communication skills
- strong interpersonal skills – a genuine team player able to relate to a wide range of people
- a high level of accuracy and exceptional attention to detail – including strong numerical skills
- an ability to work on their own initiative and manage their own workload
- demonstrable experience of EDI principles

- the ability to maintain confidentiality and work with discretion as required

Desirable

Desirable, but not essential, criteria include:

- personal experience of kinship care
- experience of working in a charity environment
- experience of working in a dynamic and fast-changing workplace
- exceptional business-partnering skills

Your main relationships will be with:

Internal

- Chief Operating Officer
- Business Support Officer
- Payroll Manager (Finance team)
- Directors
- Line managers and all staff

External

- HRDept (external HR advisors)
- iHasco (H&S and corporate training)
- HR Platform (DBS)
- Penelope (external IT provider)

What it means to work at Kinship

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers." (Staff member at Kinship)

We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply

[Please apply for this role via Charity Job.](#)

We will shortlist for this roll on a rolling basis, so we encourage you to apply as soon as possible.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications.

Please include your notice period and the earliest availability to start.

Some tips for your application

It will help your application to:

- make sure your answer clearly reflects the job requirements
- really tell us why you want to work for Kinship – we're interested in working with people who share our values (available in the job pack)
- keep your response clear by using bullet points and short paragraphs
- keep your cover letter under 2 pages
- avoid AI tools like ChatGPT when writing your application - we use software to check and your application will be rejected if you do

Key dates:

Application opens:	Monday 10 March
Application deadline:	Monday 31 March, 10am.
First interview:	Online - starting from Thursday 20 March
Second interview:	In person - starting from Monday 24 March (travel expenses covered if required)

Conditions of employment and what we offer

Working hours

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays

You will receive 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.

We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development

A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing

- employee assistance programme (24/7 confidential advice line and counselling)
- wellbeing action plan for each staff member
- wellbeing Wednesdays
- Charity Worker Discount

Travel

For this role, there is a requirement to occasionally travel across the nations (England and Wales). There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community

- staff away days
- regular social activities online and in person

Standard clauses

- This role will require Disclosure and Barring Service (DBS) clearance.
- The post holder must carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.

- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are always followed.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document. Any substantial or major changes will be negotiated with the post holder.