



Job Description

Job Title	Head of People & Benefits
Area/Department	Administration & Resources/People & Benefits
Reporting to	Chief Operating Officer
Direct Reports	Payroll Manager, Pensions Officer, People & Benefits Coordinator, People & Benefits Administrator
Location	Church House, 86 Tavistock Place, London, WC1H 9RT,
Travel	Occasional travel in UK
Working Hours	35 hours per week with occasional evening work
Job Summary: The Head of People and Benefits takes a lead, alongside the Chief Operating Officer in developing the culture of the Offices of General Assembly and provides strategic leadership in relation to HR, and associated remuneration and benefits for employees, office holders, ministers and students.	

Background: The URC is activist, dissenting and motivated by social justice. It is also committed to theological and cultural diversity. The URC is conciliar which is a core part of its ethos and polity and shapes how the Councils of the Church make decisions. As the team serving General Assembly, our collective task is to implement the decisions of General Assembly and Assembly Executive. The teams which make up the Office of General Assembly (Faith in Action, Ministries, Governance and Administration and Resources) are diverse in their tasks and areas of expertise but are united by a common purpose; in our different ways we exist to support and enable and support the wider church and its members in local churches and across synods.

The Head of People & Benefits is a leadership role and leadership in the URC is distinct in its character because in a conciliar church, authority resides collectively in the Councils of the Church, reflecting the belief that decisions are best made together as the Body of Christ. Leadership is viewed as a spiritual gift meant to support and enable these councils in their deliberation and decision-making. Effective personal leadership, rooted in theological and spiritual insight, and built in relationship, serves to:

- Guide councils in engaging scripture and theology;
- Help understand the church's current context, opportunities, and the wider world;
- Provide insight and expertise to inspire vision and discernment;

- Foster inclusive and diverse participation across generations, cultures and theological perspectives;
- Ensure the decisions of council's are effectively enacted;
- encourage positive relationships between local churches, synods and the wider denomination;
- Ensure transparent and responsible stewardship of all resources.

Leadership empowers church councils to exercise their authority faithfully and wisely.

The Administration & Resources department provides support to all those working from the Offices of General Assembly either in person or remotely. Therefore, an ethos of positive customer service is important so that the wider work of the General Assembly is effectively facilitated. The Department covers the core work areas of Compliance, IT, Buildings & Facilities, Records and Archives, Website and Database, Finance, HR, Payroll and Pensions.

The People and Benefits team ensures that everyone, whether employed or an office holder, receives their relevant remuneration or stipend and associated benefits in a timely, effective and compliant manner. The team plays a key role in developing the culture and ethos of the Offices of General Assembly, ensuring that the ethos of the URC is evident in all that we do.

Principal responsibilities and duties

Leadership & Strategy & Team Development:

1. Develop members of the People & Benefits team through coaching, mentoring and effective line management.
2. Undertake all responsibilities and duties of line management as required under the Church's policies and procedures.
3. Create an ethos of collaboration within the People & Benefits Team
4. Ensure the strategic development of People & Benefits team in line with the priorities set by General Assembly
5. Undertake data driven analysis of all projects to assess impact to determine future strategy and allocation of resource.
6. Ensure the efficient and effective operations of the People & Benefits team such that it serves the Offices of Assembly in a manner in keeping with the culture and ethos of the URC as well as ensuring legally compliant operations.

Financial Responsibility:

1. Manage the People & Benefits budget in line with current policies and procedures
2. Act within the current delegated authority frameworks and ensure that team members do likewise.
3. Ensure all payrolls are run in an efficient, timely and compliant manner.
4. Ensure that the Pensions Schemes are managed in ways which meet the needs of the URC.

5. Ensure that all employees, office holders and students receive all relevant benefits to which they are entitled and that grants are administered following sound processes and procedures.

HR Strategy and oversight

1. Support wider organisational projects by taking a lead from an HR perspective (this could include but not limited to team restructures, and TUPE Transfers or new support frameworks for stakeholders)
2. Monitor the ongoing 'health' of the overall team and the working culture and, using available data and metrics suggest appropriate initiatives/solutions/developments, with costings.
3. Oversee the HR related contracts and the budget for the HR department, including agency cover, as well as monitoring training costs against budgets.
4. Oversee the role and salary evaluation process, including the annual salary increase recommendations, ensuring appropriate approvals by the Remuneration & Resources Committees.

Policy development and implementation

1. Keep under review existing HR practices and documentation and make recommendations for improvement, especially to establish and maintain a positive culture within the ethos of the URC while also ensuring compliance with changes in employment legislation, and developments in HR best practice.
2. Ensure all policies are well communicated, with effective and embedded procedures for implementation.

Lay HR Support and Advice

1. Provide advice and assistance to managers and staff on human resources policies, procedures and employment legislation.
2. Support and advise the General Secretariat and line managers with grievance, disciplinary and capability investigations as well as hearings and other case work as required.
3. Advise and support managers on selection and recruitment matters, including creation of job descriptions and person specifications, selection processes, interview panel participation and appointment processes.
4. Ensure the preparation and delivery of appropriate contractual documentation regarding terminations, appointments, and employment variations.
5. Advise and support line managers on performance management, employee relations, staff development and general issues of team management.
6. Following the Personal Development Review Process each year, ensure any themes and associated action plans are discussed with line managers, as appropriate.

Recruitment and Appointments: Employees, Office holders & volunteers

1. Ensure safer recruitment principles are followed for all appointments.
2. Ensure appropriate right to work checks and any relevant VISA processes are completed prior to appointment.
3. Promote Diversity, Equality, Inclusion and Belonging principles in all work and support the Nominations Committee in embedding these principles in volunteer appointments also.

Key Collaborations

1. Line Managers
2. Chief Finance Officer
3. Nominations Committee Convenor
4. Senior Leadership Team

Working with Committees and Volunteers

This section lists the type and level of interaction that this role has with committees and other groups. It will vary from time to time and as directed by the Chief Operating Officer.

1. Resources Committee: *meets 6 times per year, 4 of which are expected to include HR elements. The Head of People & Benefits would be expected to present papers and be in attendance for relevant items.*
2. Remuneration Committee: *meets 3 times per year; act as Secretary to the Committee.*
3. Nominations Committee: *meets 4 times per year or as required; act as secretary to the Committee.*

Expected Standards

This section refers to the way in which the job is done rather than the duties/responsibilities.

1. Promote a culture of open and effective communication to enable constructive relationships with colleagues and internal and external customers [E]
2. Actively foster an environment which nurtures equality and cherishes diversity [E].
3. Promote, monitor and maintain best practice in health, safety and security [E].
4. Work collaboratively to develop a customer service culture which fosters continuous improvement [E].
5. Take responsibility for own personal development and support the development of others to enhance their skills and knowledge[E].
6. Promote, monitor and maintain best practice in data protection principles and practice[E].
7. Actively promote, manage and maintain best practice in Safeguarding[E].

This job description reflects the overall scope and responsibilities of the role. However, it is not an exhaustive list, and the job holder is expected to undertake any other reasonable duties that might be requested. All jobs change or evolve over time to meet organisational or departmental needs, and this job description will therefore be subject to periodic review and change if required.

Updated September 2025

Person Specification

Job Title: Head of People & Benefits

Requirements	Essential	Desirable	Measurement
Education and qualifications	1. Educated to degree level or equivalent 2. CPID level 7 qualification		Application and interview
Experience	3. Demonstrable experience in a generalist HR role 4. Providing advice and support to senior managers on strategic matters 5. Implementing new initiatives. 6. Running/supporting contentious HR procedures of a complex nature	• managing a budget • using and interpreting profiling tools • mediation/conflict resolution experience	Application, interview & test
Knowledge	7. Current & upcoming employment legislation	• the structures of the United Reformed Church	
Skills and Abilities	8. Ability to develop and translate HR policies and procedures into practical solutions 9. Ability to research, analyse and reason logically 10. Able to deal with difficult and sensitive situations confidentially and effectively 11. Ability to engage, inform and negotiate 12. Ability to build strong relationships at all levels 13. Ability to plan and prioritise work to deal	• ability to develop and deliver training • ability to compile, analyse and effectively use data	Application & interview & test

	with a range of varied and competing tasks 14. Strong organisational skills 15. Excellent written and verbal communication skills 16. Excellent IT skills particularly in SharePoint and other MS 365 applications		
Work Related Personal Qualities	17. A self-starter who can use their own initiative to drive the HR strategy and identify opportunities 18. Professional in approach with the ability to give clear, concise and consistent advice		Application and interview
Other	19. Willing to work within the Christian ethos of the United Reformed Church. 20. Willing to work outside normal working hours when required		