



Candidate Pack



People and Culture Manager

Reports to: People and Culture Director

Location: Hybrid working (Based at one of our hubs in Birmingham, Southampton, Cardiff, Belfast, Glasgow, Manchester or London) with travel 6-8 times per annum to be expected

Duration: Permanent, part time - 3 or 4 days per week to include Fridays

Salary: £38,000 per annum pro rata

- 1. Letter from CEO**
A personal message from our Chief Executive Officer.
- 2. Who are MyBnk?**
An introduction to our organisation, its mission, and values.
- 3. Our Programme**
A quick guide of our suite of programmes.
- 4. Impact and Delivery**
A overview of our impact during 2022/23.
- 5. Equality, Diversity & Inclusion**
Our commitment to fostering and inclusive workplace.
- 6. Overall Purpose of the Role**
Understand the broader objectives and significance of your position.
- 7. Key Responsibilities**
The main duties and expectations associated with your role.
- 8. Person Specification**
The skills, qualities, experience and attributes expected for the role.
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An overview of our benefits package.
- 10. How to Apply**
Step by step guide on the application process and what to expect.

Letter from our CEO



Dear Candidate,

Thank you so much for your interest in MyBnk.

MyBnk is a financial education charity dedicated to creating a financially fluent population. We believe that financial literacy should be considered a right for all because the language of money is the language of life.

Everyone needs to be able to manage their money. Yet almost two-thirds of young adults do not recall receiving an financial education at all, and 53 per cent are worried that they will never be financially secure. Poor financial literacy is central to many problems people face today, including rising mental health issues, homelessness and unemployment.

MyBnk aims to bridge this gap, working with over 50,000 young people and adults across the UK every year, delivering expert-led, high-impact financial education programmes on topics such as saving, debt and student finance. We want to bring the language of finance to life so that everyone can navigate their money with confidence, no matter where they started.

We have four Directorates that support the organisation:

- Programme and Delivery Directorate
- Fundraising and Communications Directorate
- Finance and Operations Directorate
- People and Culture Directorate

In 2024, we launched our new strategy 'Money: A Language for Life', which will guide us through to 2027 as we continue expanding our reach and impact.

You will be joining a great team of people who are motivated to help level the playing field for young people and adults.

We encourage people of all backgrounds to apply for roles at MyBnk. If there are any reasonable adjustments that need to be made to ensure the interview process is accessible for you, then please let us know.

Good luck with your application and I look forward to meeting you!

Leon Ward

A handwritten signature in black ink, appearing to read 'Leon Ward', written over a thin horizontal line.



Who are MyBnk?

We are a dynamic team dedicated to empowering people with the skills, knowledge, and confidence to take control of their financial futures and thrive. Through engaging and impactful financial education programmes, we equip individuals with essential money management skills - from budgeting and saving to investing.

At MyBnk, our strength lies in our people. Across the UK, from all four nations, our team is united by a shared passion for financial inclusion. Whether you're based in England, Scotland, Wales, or Northern Ireland, you'll be part of a creative, forward-thinking group that values innovation, inclusivity, and collaboration.

If you want to join a team where you can make a meaningful difference, while growing personally and professionally, MyBnk could be the perfect place for you.

Our Vision:

A financially fluent population.

Our Mission:

We bring the language of finance to life so that everyone can navigate their money with confidence, no matter where they start.

Our Programmes

School aged children and young people

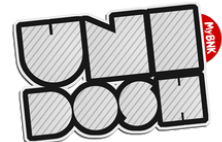
Primary



Secondary



16- 18 year olds



Our expert-led school age programmes aim to build financial capability at key transitional moments, addressing mindsets, attitudes and behaviours to help young people form an understanding of the wider world of money.

Young adults



Our expert-led programmes aim to give adults in vulnerable circumstances 'survival' money skills and knowledge that they can implement immediately in their transition into independent living

Impact & Delivery

52,960

young people supported through our financial education programmes in 2023/24 (43% increase from 2022/23).



12,295
delivery hours



519
organisations
partnered with



2,512
money management
accreditations

Our work across the UK

MyBnk continues to expand nationally, reaching people in all four UK nations.

Learn more about our work and our impact in our 2023-24 Impact Report:



Equality, Diversity & Inclusion

MyBnk is committed to equality, effective diversity management, and fostering an inclusive workplace culture.

Supported by leadership from our senior leadership team (SLT), all of whom have received inclusive leadership training, we are on a journey to realise our commitment through the development of a comprehensive EDI Strategy and Plan in 2025. This will include an organisation-wide EDI survey, EDI and unconscious bias awareness training, a staff voice forum, and continued Board-level engagement.

We have begun integrating EDI principles into our people practices, initially focusing on recruitment, selection, and other key areas, while using insights from staff surveys to inform our ongoing efforts. MyBnk is committed to embedding fairness and inclusivity throughout all aspects of our work and we are taking an evidence-based approach to our EDI strategy, with the aim of improving and evolving our practices.

Our Values:

- 1. Young at heart, serious in intent.**
- 2. Stories are the best means of education.**
- 3. We live in the real world.**



Overall purpose of the role:

The People & Culture Manager will ensure the efficient and compliant operation of people processes within MyBnk.

The role encompasses recruitment, employee relations, training and development, performance management, elements of payroll and ensuring adherence to employment legislation. A key responsibility is driving operational efficiencies, ensuring timely responses to people matters, overseeing compliance with UK right-to-work legislation, and maintaining accurate legal records for all employees. The role will also contribute to MyBnk's overall people and culture strategy and foster a positive workplace culture.



Key responsibilities:

Legal & Regulatory Compliance

- Ensure HR processes comply with UK employment law, including right-to-work checks, safeguarding, GDPR, and health and safety standards.
- Oversee and maintain accurate records of employees' right-to-work documentation and DBS/PVG/AccessNI checks, ensuring full compliance with legal and GDPR requirements.
- Conduct regular audits of HR policies and procedures to ensure compliance with UK employment law, recommending updates where necessary. Ensure policies remain up to date and in line with legislation.
- Proactively identify areas for improvement to drive efficiencies in compliance processes.

Recruitment & Right to Work Compliance

- Manage the full recruitment process, advising managers on drafting job descriptions and the candidate pack to supporting the advertising and selection process and overseeing onboarding.
- Ensure that recruitment activities are carried out efficiently and in a timely manner.
- Ensure compliance with right-to-work regulations by conducting document verification and follow-up checks.
- Collaborate with hiring managers to develop recruitment strategies that align with organisational objectives and relevant legislation, ensuring a seamless and timely candidate experience.
- Promote diversity and inclusion in recruitment practices and job advertising.
- Ensure efficient resolution of candidate queries and manage recruitment processes within agreed timeframes.



Employee Relations

- Serve as the primary contact for staff queries and provide timely advice on HR policies and organisational procedures.
- Manage and resolve employee relations matters and conflict resolution in line with MyBnk's policies and UK employment law, escalating complex matters to the People and Culture Director as needed.
- Support line managers in managing performance issues, offering guidance on improvement plans and conflict resolution.
- Ensure employee relations issues are addressed efficiently to minimise disruption and maintain high staff morale.

HR Administration & Systems Maintenance

- Oversee and maintain the HR system (currently Breathe HR) ensuring that employee data is accurately recorded, secure, and fully compliant with UK GDPR regulations.
- Drive improvements in HR systems to streamline processes and ensure timely access to accurate data.
- Prepare HR reports for senior management in collaboration with the People and Culture Director, detailing key metrics such as recruitment, turnover, leaver information and absenteeism, ensuring data is presented clearly and promptly to support decision-making.
- Ensure the smooth operation of employee benefits, including guidance on pensions (in conjunction with finance), health cash schemes, and wellbeing initiatives, addressing any issues swiftly and efficiently.
- Regularly review HR systems to identify opportunities for improvement and optimisation, ensuring that they meet organisational needs and compliance standards.

Training & Development

- Lead the induction process for new employees, ensuring compliance with mandatory training, such as safeguarding and UK GDPR.
- Foster a culture of continuous learning, encouraging participation in training and professional development initiatives.
- Ensure all training and development activities are delivered on schedule and in line with MyBnk's organisational priorities and support monitoring and evaluation of training effectiveness.

Performance Management

- Support the performance appraisal process, advising managers on setting clear performance objectives and guiding them through managing underperformance when necessary.
- Support managers in handling performance-related issues, ensuring compliance with HR policies and employment law.
- Ensure performance management processes are efficient and responsive to organisational needs.

Employee Engagement & Wellbeing

- Support the People and Culture Director on initiatives that enhance employee engagement and wellbeing, contributing to a positive and inclusive workplace culture.
- Assist in organising staff events, wellbeing programmes, and team-building activities that align with MyBnk's values and mission.
- Ensure staff engagement initiatives are implemented promptly and feedback is acted upon to drive continuous improvement.

Strategic HR Input

- Contribute to the development and execution of MyBnk's people strategy, ensuring alignment between HR initiatives and organisational goals.
- Identify opportunities for improvement in HR processes and systems, implementing changes to improve efficiency, compliance, and employee satisfaction.



Working across MyBnk

- Work with colleagues across the country as we continue to develop and grow the organisation.
- Contribute to areas of the organisation that are 'outside' your immediate focus acting as trusted counsel to those in roles or teams that are different to yours.
- Embed yourself into the organisation – recognising that our strategy and business plan are yours to deliver and that our culture is shaped with you and by you.
- Comply with all MyBnk management processes – helping us to help you do the best job you can.
- Support the work surrounding our Board of Trustees.
- Build highly productive relationships with influential people, both internal and external, and negotiate effectively to achieve positive outcomes that support fundraising activities.

As with all roles at MyBnk this job description outlines the key responsibilities, requirements, and attitudes of the role. It is not an exhaustive list of tasks that need to be completed and MyBnk reserves the right to amend the job description as both the role and the organisation evolve.

Naturally, the nature of our work means there will occasionally be a need to work outside of our core hours for which TOIL will be provided.



Person specification

Knowledge, skills and experience

- CIPD Level 5 qualified or equivalent experience.
- Strong understanding of UK employment law and HR best practices, particularly in the charity or not-for-profit sector.
- Proven ability to oversee and maintain HR systems, ensuring accuracy, compliance, and efficiency.
- Excellent verbal and written communication skills, with the ability to explain HR policies clearly to staff at all levels.
- Strong ability to resolve employee relations issues tactfully and effectively.
- Ability to manage multiple priorities with a high level of attention to detail and efficiency.
- In-depth understanding of UK employment law, especially regarding right-to-work, GDPR, and equal opportunities.
- Ability to respond quickly and efficiently to HR queries and manage time-sensitive HR processes effectively.
- Empathetic and approachable, with a commitment to supporting staff wellbeing.
- Proactive and solutions-oriented, able to take the initiative and lead improvements in HR practices.
- Resilient and adaptable, capable of managing workload in a dynamic charity environment.
- Collaborative with a flexible and supportive approach to cross-departmental working.
- Driven to implement timely and efficient HR processes that meet organisational needs.

Working Conditions: Some travel will be required for attending meetings or events within the UK. Flexibility in working hours may occasionally be needed to meet the demands of the role.

This job description is subject to regular review and may evolve to meet the needs of MyBnk, ensuring ongoing alignment with the organisation's objectives and compliance with relevant legislation. Please also note this post is subject to satisfactory references, one of which must be from your current or most recent employer, and DBS/equivalent checks.



Benefits



25 days per year annual leave, pro rata full time equivalent (plus bank holidays and Christmas break closure).



Flexible working policy.



Income protection insurance.



Death in service insurance.



Cash Health plan.



Learning and Development Opportunities



Enhanced maternity, paternity and adoption leave and pay.



Pension scheme.



Season ticket loans.



Cycle to work scheme.



Employee Assistance Programme



How to apply

Deadline

The closing date for this role is: **Monday 27th January 2025 at 11:59pm.**

Important dates:

First round interviews are likely to be held on 4th and 5th February. Final round interviews will be held on w/c 10th February and will be in person in London.

As part of the selection process, we will be asking final stage candidates to complete an online emotional intelligence assessment instrument, the Emotional Quotient Inventory (EQ-i).

To apply for this role please:

1. Click [here](#) to access our vacancies site;
2. Enter your details and submit a **CV** and **supporting statement of no more than 2 pages** outlining how you meet the criteria for the role and your interest in MyBnk.

If you have any questions or require any adjustments during the recruitment process, please email jobs@mybnk.org



