

**Royal College of Psychiatrists**

**Candidate Information Pack**

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| **Job Title** | **Head of HR Operations** |

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| **Job Reference No** | **Human Resources** |



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# About Royal College of Psychiatrists

## Background

The Royal College of Psychiatrists (the College) are the professional medical body responsible for supporting psychiatrists throughout their careers from training through to retirement, and in setting and raising standards of psychiatry in the United Kingdom.

**Our Mission**

The College works to secure the best outcomes for people with mental illness, learning difficulties and developmental disorders by promoting excellent mental health services, supporting the prevention of mental illness, training outstanding psychiatrists, promoting quality and research, setting standards and being the voice of psychiatry.

**What we do**

We:

* set standards and promote excellence in psychiatry and mental healthcare
* lead, represent and support psychiatrists
* work with patients, carers, and their organisations.

**Our Members**

We deliver impact and value for our members.

Our members are psychiatrists, who deliver outstanding services to patients and carers across the UK, and all over the world, and hundreds of mental health services are signed up to our quality networks.

We value patients and carers and involve them in our work – on the basis of co-production.

**Our Governance**

The **College Council** discuss the affairs of the organisation and make recommendations to the **Board of Trustees** on many of the biggest decisions the College has to make.

It has overall responsibility for education and psychiatric training, policy, professional practice, professional standards, public engagement, quality improvement and research. Led by an elected President, (who leads the College on behalf of its members and associates), Full details of the College’s Council can be found at: <https://www.rcpsych.ac.uk/about-us/our-people-and-how-we-make-decisions/council>

### Our Values and Behaviours

The College has a clear set of values which drive everything we do. They support our leaders and staff to make values-based decisions and they enable the creation and reinforcement of our positive, empowering and enabling culture.

We have worked in collaboration with our members and staff to define six core values that underpin our behaviours and how we operate at every level of the College.

These **C.I.R.C.L.E**. values are:

* **C**ourage
* **I**nnovation
* **R**espect
* **C**ollaboration
* **L**earning
* **E**xcellence

**Equality, Diversity, and Inclusion**

The College is opposed to all forms of prejudice and believes that everyone should be treated fairly, regardless of age, disability, gender reassignment, marriage and civil partnership status, race, religion or belief, sex, or sexual orientation (the protected characteristics).

We are committed to promoting equality, diversity and inclusion for our existing and future members, associates, affiliates, staff, and visitors in all our practices and arrangements. We actively advocate for, and support, equality of access, experience and outcomes for all College staff, all members and for all mental health patients and carers.

The College is committed to building and maintaining an inclusive and supportive culture, a place where we can all be ourselves and succeed on merit. We aim to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity - which includes LGBTQ+ and other equality matters.

The College has taken many steps to ensure their commitment to EDI is felt amongst staff through signing up to Stonewall and the Disability Confident Employer Scheme. We have and will continue to review policies to ensure they are inclusive, as well as create new policies which support individuals with different identities. Some new policies which have been updated and created within the last two years are:

* Equality, Diversity and Inclusion Policy
* Transitioning at Work Policy
* Transgender Equality and Inclusion Policy
* Menopause Policy
* Anti-bullying and harassment policy
* Domestic Abuse policy

College Forums

SGEI Forum – The Sexuality Gender Equality and Inclusion Forum aims to make positive difference to the experience of being an employee of the College by creating a more progressive and inclusive environment, not only for College employees but also for visitors to the College. The forum is focused on embedding the College’s value of ‘respect’ and the associated behavior to ‘promote diversity and challenge inequalities’ throughout the College.

The forum seeks to raise awareness about issues related to gender and sexuality through College-wide activities and offers consultative advice to the Senior Management Team, HR and Staff Representative Committee on any matters relating to sexuality and gender equality and inclusion.

ACF Forum - The African Caribbean Forum (ACF) provides an outlet for those interested in the issues of the Black African and Caribbean heritages to meet, discuss, educate and celebrate one another in relation to the College - as well as maintain a safe space for members who identify with the group, with a view to bring issues to the attention of the wider workforce.

The forum has carried out various work since it was created in 2018, from holding awareness raising events around the African Caribbean community, to creating an internal resource on Allyship and Combatting Systemic Racism.

Wellbeing at Work Forum – The Wellbeing at Work Forum (WWF) was set up to oversee the implementation of the College Mental Health at Work Action Plan. Its aim is to improve all staff’s wellbeing at work, and the group (comprising staff from across the College) puts ideas into action using quality improvement methodology.

Recently, the WWF has worked closely with the Senior Management Team and implemented a number of positive changes, to try to enhance employees’ experience of working at the College. Its aspiration is for people to look to the College as best practice for providing the best possible workplace.

Part of the forums’ remit is to review College policies and processes in development to ensure that they promote sexuality and gender equality and inclusion.

The Staff Representative Committee (SRC) - The SRC is a forum through which staff consult with the Senior Management Team (SMT) on matters related to employment including material changes to key policies. This takes place through informed discussion, so that all ideas and viewpoints may be considered. Representatives are ambassadors for the College Values and Behaviours, and work to bring attention to staff concerns and find solutions to them with SMT.

Details on how to join all forums and the SRC can be found by employees on the College intranet (COLIN).

**Strategic Vision and Values**

On 14 January 2021 we published our new [Equality Action Plan](https://www.rcpsych.ac.uk/docs/default-source/about-us/equality-diversity-and-inclusivity/equality-action-plan---january-2021.pdf?sfvrsn=af74a81a_4), which contains 29 key actions and is central to our [College strategy for 2021-23](https://www.rcpsych.ac.uk/docs/default-source/about-us/corporate-publications/strategic-plan-2021-to-2023.pdf?sfvrsn=dd02f429_2).

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| **INFORMATION PACK****Head of HR Operations****(Human Resources)****£67,279 - £75,141 per annum**  **35 Hours per week** **Permanent Contract****Location: London****Working Pattern: Hybrid** |

## APPLICATION PROCEDURES

In order to apply, please submit the following to the Human Resources Department, Royal College of Psychiatrists, by email to HRrecruitment@rcpsych.ac.uk.

1. **Covering Letter**, briefly stating how your skills and experience are relevant to each of the roles that you apply for.
2. **Full Curriculum Vitae** (only one is necessary if you apply for multiple roles);
3. **Application Form** (only one is necessary if you apply for multiple roles but put down the names of all the roles that you are applying for on the form).
4. **Diversity Monitoring form** (it will not be used at any stage of the selection process).

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| **The closing date for applications is:** **Monday 27 November 2023 at 10am****Please note that applications received after this date and time will not be considered.** |

**Acknowledgement of receipt of applications will not be sent out.**

**Please be advised that due to the large volume of applications received, only shortlisted candidates will be contacted in writing.**

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| **Interview date:** **Wednesday 6 December 2023** |

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| Information Pack |

At the College, we ensure that our recruitment process is objective and focussed on your ability to do the job. We want high quality, talented individuals to join our organisation and we assess this through your Application Form, CV and your Covering Letter. This is also carried out through the testing and the interview process.

The main purpose of your application is to move you to the testing and interview stage of the process where we get to meet you face-to-face. This **Information Pack** is designed to help give you the best opportunity to submit a successful application.

###  Job Description and Person Specification

The **Job Description** describes the key responsibilities, duties and scope of the position. The **Person Specification** outlines the key skills, experience and qualifications that are required to carry out this role. The **Application Form** and your **Covering Letter** should demonstrate how your ability and experience will enable you to deliver what is required to do the job.

**College Values**

We have strong values, and we promote a consistent culture that is positive, empowering and enabling, in a way that promotes excellent member and staff experience, patient and carer experience, and excellence in psychiatry and wider mental health services, for the benefit of patients. Our culture is underpinned by our C.I.R.C.L.E. values. All individuals must demonstrate how they meet our values through the selection process.

**Your Application**

We believe that past performance is the best indicator of future success and our recruitment process is designed to provide you with the opportunity to tell us about your achievements, the things of which you are most proud and to show us how these experiences make you the best person for the job.

You will need to apply using our standard Application Form, CV and attaching a Covering Letter.

If you require the application form in an easy read format, or require any other reasonable adjustments to complete your application form, please contact hrrecruitment@rcpsych.ac.uk

These are a few important points that you should remember:

* **Read** the job description and person specification carefully – be clear about what the role is and about what we are looking for
* Keep your Application Form and Covering Letter **relevant** to the job that you are applying for
* Be **clear** and **concise**
* **Sell** your skills
* Highlight your **achievements** – tell us what you have done

**How to Apply**

You can only apply to the College for this position via the **Application Form attaching your CV with a Covering Letter.**

**Submitting an Application Form**

Our Application Form is designed to help you provide all the information that we need to help us to shortlist applicants for interview alongside your attached CV and Covering Letter.

You must ensure that all the sections of the Application Form are completed. Make sure your Application Form and Covering Letter are relevant to the role that you are applying for.

Read the Job Description and Specification carefully and demonstrate to us that you are able to meet the needs of the role. If you need to, provide additional information on a separate sheet.

For further support on how to complete the application form, please visit the ‘application forms and interview support’ section of this document.

**Disability Confident Employer Scheme**

The College is proud to be a part of the Disability Confident Employer Scheme, a scheme which allows us to demonstrate our commitment to being an inclusive employer as well as recruit, retain and develop those with disabilities. To ensure we are giving candidates with disabilities as fair of an opportunity as possible, we propose that as long as you meet the minimum requirements for the role being applied for, we will offer you an interview. It must be disclosed within your application form that you have a disability for this to apply. For more details, please go to [Disability Confident](https://www.gov.uk/government/collections/disability-confident-campaign).

The minimum requirement that will guarantee an interview for a role under this scheme, will be to meet all the essential requirements listed in the Person Specification of the Job Description.

**Reasonable Adjustment**

As a values-based organisation that puts our values at the front of everything that we do, we pride ourselves on ensuring reasonable adjustments are made, where possible for candidates who may have a disability. Our recruitment team are happy to work alongside candidates whom this applies to.

**What happens next?**

#### Shortlisting

After the closing date we will shortlist all Application Forms, CVs and Covering Letters. The short-listing process will assess your Application Form, CV and Covering Letter against the contents of the **Person Specification**. We aim to complete this exercise and inform successful candidates as soon as possible after the closing date.

If successful, use your time effectively to prepare for the next part of the process:

* Learn as much as you can about College; visit our website ([www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)).
* Research the position, and list the skills and experience sought, matching these to your own experiences.
* Consider questions we are likely to ask and prepare your responses – think of examples to demonstrate your experience and ability.
* Prepare a list of questions you would like to ask.

#### Assessments

To assist in the selection process, candidates shortlisted for interview will also be required to undergo an assessment as part of the interview process. This will usually take place on the same day as the interview but in some cases a separate assessment day may be necessary.

The type of assessment depends on the role and the skills that we want to test. We use a variety of methods including case scenarios, presentations, numerical and verbal reasoning etc.

* **The Interview**

The interview process is an opportunity for you to highlight your skills and experiences and to demonstrate how you meet the requirements of the job.

Interview panels will usually consist of two or three people that have a direct interest in the role, for example the line manager of the position, another senior member and a member of the HR department.

All candidates are asked the same core questions designed to test whether you have the experience, skills, and attitude to deliver the requirements of the job and be an asset to the College. Often supplementary questions will be asked to ensure that we get all the information we need to make the right decision.

We want you to give the best interview you can, so if you require special facilities (e.g. a signer) you should inform us prior to the interview.

For further interview tips, please visit the ‘application forms and interview support’ section of this document.

* **Contact and Feedback**

We aim to let all candidates know the result of their interview as quickly as reasonably possible.

Remember that your Application Form, CV and Covering Letter are the only things that we will use to shortlist applicants for interview so **take your time** in preparing, **proof-read** your Application Form and Covering Letter before you submit it and **sell yourself** to us.

**Application Form and Interview support**

We know completing an application form and interviewing for a role can be extremely daunting for many.

The College hopes the new shortlisting criteria which was introduced in 2022 will encourage those who may struggle with completing application forms, to not be put off by applying for our roles. The new criteria mean candidates who declare they have a disability and meet the essential criteria for the job they are applying for, are automatically entitled to an interview.

See below tips taken from the National Careers Service website, on how to complete an application form.

* Gathering all information required and producing a plan of what you’re going to include (personal details, education history, work history information etc)
* Prepare to show how your experience and skills match the job
* Gather the information needed for your references

Further information can be found through [Application forms | National Careers Service](https://nationalcareers.service.gov.uk/careers-advice/application-forms)

The College already offers a number of adjustments to candidates to try and make the interview process not as daunting. These adjustments include:

1. sending candidates interview topics ahead of their interviews
2. asking each candidate if they have accessibility requirement for the interview, and provide relevant support, depending on their needs.

Reasonable adjustments can be made to other types of assessment methods used during your interview process, e.g., presentations and numerical and verbal reasoning test.

See below our advice on how to prepare for an interview.

**Interview preparation**

It might appear obvious, but it is important that you prepare for the day.

* Make sure you are familiar with the Job Description and Person Specification.
* Remind yourself of how you meet the requirements for the role and be sure to talk about your lived experience.
* Make sure you are familiar with the requirements of the role you have applied for.
* Learn about the College and what is does.
* Think about what type of questions will be asked about yourself and write down some thoughts on how you might answer them.
* Prepare some questions to ask the panel.

**First impressions**

There are a couple of simple steps to take to create a good first impression:

* Whether your interview is face-to-face or via Teams, ensure you arrive on time. If you do get delayed, make sure you notify the appropriate person within the organisation as soon as possible.

**During the interview**

* Smile! It suggests confidence.
* Be clear in your responses.
* Structure your answers with 1 or 2 examples from your own experience.
* You should still talk about your experience and skills even if it was submitted within your Application Form or CV.
* Make sure you understand the organisation's values and can talk about why and how they resonate with you.

We look forward to receiving your application.

**THE ROYAL COLLEGE OF PSYCHIATRISTS**

**HEAD OF HR OPERATIONS**

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| **JOB TITLE:** | Head of HR Operations |
| **DEPARTMENT:** | HR |
| **TEAM:** | Learning |
| **RESPONSIBLE TO:**  | Director of HR |
| **RESPONSIBLE FOR:** | HR Adviser (Learning and Development)HR Adviser |
| **PAY BAND:** | 6 |

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| **JOB PURPOSE:** |
| 1. To deliver a professional and efficient HR operational function which includes the overseeing of our learning and development, payroll, policies and procedures, data protection, recognition award, and performance evaluation systems to support the strategic objectives of the College.
2. To assist the Director of HR with the strategic aspects of the College’s human resources.
3. To line manage the appropriate staff members.
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| **KEY RESPONSIBILITIES:** |
| 1. To deputise for the Director of Human Resources when they are away from the office.
2. The direct line management and appraisal of the appropriate staff members. Ensure that all staff are trained appropriately and overall responsibility for staff development.
3. Support on the review and modernisation of management practices within the College to ensure that they are effective.
4. Contribute to the organisational development of the College by initiating and supporting a continuous management development programme.
5. Assist the Director of HR in developing and implementing successful strategies for engaging and working with senior managers and other employees in the management of change and attainment of good HR practice.
6. Lead on the learning and development, payroll, recognition awards, and the performance evaluation system.
7. Assist with the management and the development of the HR system.
8. To manage and process the payroll process alongside the Senior HR Co-ordinator.
9. Develop, maintain, and constantly review the staff induction and performance management processes to ensure that it meets the needs of the College and is in line with our values.
10. Develop and maintain a Learning and Development Strategy aligned to the College’s current and future needs and initiate talent management strategies to develop the future the leaders of the College.
11. Develop the annual learning and development programme in line with strategic, departments, team, and individual requirements.
12. Manage the staff recognition process and social club committee and ensure that they are in line with the College’s values.
13. Lead on HR projects, reviews and restructure.
14. Lead on HR related events, i.e., conferences, Values days etc.
15. Manage employee relation issues to ensure they meet best practice/employment legislation.
16. Manage the learning and development budget.
17. Develop*,* implement, and maintain the College’s human resources policies, procedures and forms.
18. To maintain expertise and keep up to date with employment law; ensuring policies are updated and managers are informed of relevant legislative changes.
19. Ensure that the HR pages on the College’s Intranet is kept up to date.
20. Develop relevant metrics that quantify the added value to the organisation of the HR function and meet the monthly reporting requirement to the senior mana.
21. Ensure our record keeping and data processing procedures comply with GDPR requirements.
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| **THE COLLEGE VALUES:** |
| 1. Living out, and being a role model for, the College values and behaviours.​
2. Leading understanding of how the Human Resources department contributes to the College’s mission and vision.​
3. Leading cross-College collaboration, e.g., through active contribution to the monthly Heads group meetings.​
4. Acting as a communication ‘bridge’ between the College’s SMT and Managers in the department. ​
5. Creating a positive, empowering and enabling environment for all staff.​
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| **ADDITIONAL INFORMATION:** |
| Budget Holder: | Yes |
| DBS check required? | Yes |

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| **GENERAL** |
| 1. Undertake any other duties related to the job purpose and which may be necessary in the College’s work. 2. To carry out all duties in a safe and proper manner in accordance with the College’s Health and Safety Policy. 3. To undertake all duties in line with the College’s values, policies, procedures, and regulations ensuring that the work undertaken actively promotes equality and diversity. This job description is not exhaustive and is subject to change in accordance with the business need of the College. |

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| **Date**: | 27 October 2023 |

 **THE ROYAL COLLEGE OF PSYCHIATRISTS**

 **HEAD OF HR OPERATIONS**

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| **PERSON SPECIFICATION**  |
| **CRITERIA**  | **APPLICATION FORM, CV & COVER LETTER** | **TEST**  | **INTERVIEW**  |
| **ESSENTIAL** |  |  |  |
| Full membership of the CIPD | ü |  |  |
| Comprehensive knowledge of UK employment law | ü | ü |  |
| In-depth understanding of and commitment to diversity and equality issues | ü |  | ü |
| Excellent interpersonal and communications skills | ü |  | ü |
| Proven problem-solving ability | ü |  | ü |
| Experience of managing learning and development  | ü |  | ü |
| Experience of managing HR projects from inception to completion | ü |  | ü |
| Substantial HR experience at a senior level | ü |  | ü |
| Experience of policy and procedures development | ü |  | ü |

Candidates are reminded that the shortlisting process is based on the evidence

provided on the application form, cover letter and CV.

 **CURRENT PROVISIONS**

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| **Contract** | **Permanent**  |
| **Salary**  |  **£67,279 - £75,141 per annum** |
| **Hours**  | 35 hours per week |
| **Probationary period** | 6 months |
| **Holiday** | 28 days annual leave (includes 8 Public & Bank Holidays). In addition to this the College has a few College closure days. |
| **Working Pattern** | HybridWe operate a hybrid model of working on site (minimum 2 days a week) and remote (from home). |
| **Disclosure Barring Service (DBS)** | Some roles require DBS checks prior to joining the College. |
| **Notice period** | **12 weeks** |
| **Pension** | Auto-enrolment |
| **References**  | All College appointments are subject to receipt of satisfactory references |
| **Location** | 21 Prescot Street, London E1 8BB |
|  | Nearest underground stations are Tower Hill, Aldgate, and Aldgate East. |
|  | The College is a non-smoking environment |

THE ROYAL COLLEGE OF PSYCHIATRISTS

TOTAL REWARD STATEMENT

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| **EMPLOYEE BENEFITS PER ANNUM**

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| 1 | **BASED ON AN EXAMPLE ANNUAL INCOME OF:**  | **£15,000**  | **£20,000** | **£25,000** |
|  | Auto enrolment into Pension (10%/5% employer**Contribution if a member)** | £1,500/ £750  | £2,000/ £1,000 | £2,500/ £1,250 |
| 2 | Interest free**Season ticket loan** **(If borrowed £1,200** **at commercial rates)** | Interest free is only applicable up to £9999£230 £230 £230 |
| 3 | Life Assurance (if member**of pension scheme)** | 4/2 times annual salary on death in service. Underwriting and restrictions may be applicable. |
| 4 | **Group Income Protection****(if on a permanent contract)** | % of salary due to sickness absence. Approval based on decision of insurance company. |
| 5 | **Retirement Support Service** | Punter Southall Aspire support staff in planning their retirement.  |
| 6 | **Medicash benefits scheme** | Offers staff an extensive package of health benefits including dental treatments, optical, various therapies, and prescriptions. |
| 7 | **Enhanced Employee** **Assistance Programme**  | Free confidential telephone helpline available 24 hours, 365 days per year and up to 8 free face-to-face counselling sessions and mental health support. |
| 8 | **Medical, Dental, Hospital****Appointments** | Staff are given two hours credit towards these types of appointments, if appointments are made early or late in day |
| 9 | **Glasses for Computer use** | Annual eye tests will be paid forvouchers and where applicable a contribution (vouchers) towards the cost of glasses. |
| 10 | **Holidays** | 20, 22.5 or 25 days paid per annum, dependent on service (pro rata).  |
| 11 | **Bank Holidays** | 10 days paid per annum (includes 8 public holidays plus 2 discretionary College days) (pro rata). |
| 12 | **Christmas Closure** | Variable number of days usually paid in addition to above. |
| 13 | **Flexi Scheme** | Staff members have access to the College’s flexi scheme. This scheme allows staff members to take up to 5 days of flexi within any one month. |
| 14 | **TOIL Scheme** | Staff who are eligible for the flexi scheme or who works at the weekends have access to the College’s TOIL scheme. This scheme allows staff members to take up to 5 days of TOIL within any one month. |
| 15 | **Sick Pay** | Ranging from 1 month’s full pay/2 months’ half pay to 6 months’ full pay/6 months’ half pay dependent on years of service (pro rata). |
| 16 | **Paternity Leave** | 10 days paid. |
| 17 | **Maternity Leave/Pay** | Enhanced maternity leave and pay  |
| 18 | **Compassionate Leave** | 5 days paid leave and in certainCircumstances additional days canbe approved |
| 19 | **Cycle to work scheme** | Staff are eligible to apply for the cycle to work scheme. |
| 21 | **TOTTEM Totum** | Staff are eligible to purchase a TOTUM PRO card (previously called NUS Extra), which provides discounts for various online stores and shops/restaurants. |
| 22 | **Gym membership** | College staff have exclusive membership rates at the Grange Tower Bridge Heath Club |
| 23 | **Non-financial rewards** | Staff are given the opportunity to apply or be nominated for Recognition awards.  |
| 24 | **Coffee, tea, filtered water** | Free |
| 25 | **Staff Forums**  | Staff can join the following staff forums of their choice.* Sexuality and Gender Equality and Inclusion Forum (SGEI)
* African Caribbean Forum (ACF)
* Wellbeing at Work forum
* Peer Network
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| 26 | **Staff Support** | Staff Representative Council (SRC) |

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# Royal College of Psychiatrists

**About the College**

**What we do:**

The Royal College of Psychiatrists is the professional and educational body for psychiatrists in the United Kingdom and the Republic of Ireland. We aim to:

**Set standards and promote excellence in psychiatry and mental healthcare**

The Royal College of Psychiatrists is committed to improving the understanding of psychiatry and mental health. We want there to be a greater understanding of the interaction between mental and physical health and the social and cultural context in which people live. We are at the forefront in setting and achieving the highest standards through education, training and research. We lead the way in developing excellence and promoting best practice in mental health services. We promote research and publish the results in our world-class psychiatric journals.

**Lead, represent and support psychiatrists**

The College actively promotes psychiatry as a career. College structures are robust and provide dedicated support to our members and associates. Nationally and internationally, the College has a vital role in representing the expertise of the psychiatric profession to governments and other agencies. This is key to promoting best practice in mental health.

**Work with patients, carers, and their organisations**

We collaborate with key players in the mental health field and are champions for improvements in the quality of mental healthcare throughout all sectors of society. Public education is at the heart of our activities and is an essential component of our website.

As well as running its membership examination (MRCPsych), and visiting and approving hospitals for training purposes, the College organises scientific and clinical conferences and lectures and continuing professional development activities. The College publishes books, reports and educational material for professionals and the general public. It also publishes the [British Journal of Psychiatry](http://bjp.rcpsych.org/), [BJPsych Bulletin](http://pb.rcpsych.org/), BJPsych [Advances,](http://apt.rcpsych.org/)  BJPsych [International](http://www.rcpsych.ac.uk/publications/journals/ipinfo1.aspx) and BJPsych Open, all of which are now available on-line.

The Royal College of Psychiatrists has been in existence in some form since 1841. First as the "Association of Medical Officers of Asylums and Hospitals for the Insane" (later changed to the Medico Psychological Association) then, in 1926 receiving its Royal Charter to become the "Royal Medico Psychological Association, and finally, in 1971 receiving a Supplemental Charter to become the "Royal College of Psychiatrists" we know today.