

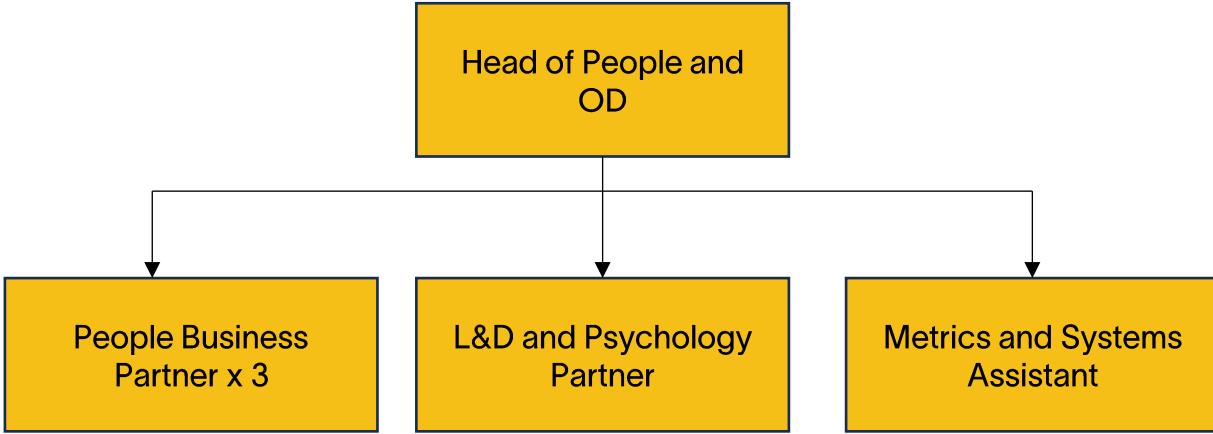
# Right There

Job Pack  
People Business Partner  
(November 2025)

Preventing  
homelessness,  
one person  
at a time

# Job Purpose

## People Business Partner



### Job Purpose

Our People Strategy is simple: We focus on creating the conditions to equip our people to thrive.

We aspire to enhance our culture by working within a psychologically safe work environment where all our people are treated as trusted empowered adults.

The People Business Partner (PBP) will be aligned to our Inverness and Orkney services to work closely with leaders and line managers enabling business strategy by delivering practical people approaches, diagnosing people priorities, creating people plans, and helping to implement organisation wide people approaches. The PBP works with all teams, managers and key stakeholders to build the organisation's people capability, shaping and implementing effective people strategies and activities in line with the organisation's strategy and programmes. Knowledge and understanding of the people challenges and organisational context of our work is key to the PBP bringing and presenting a range of options and solutions in response. The PBP utilises an evidence-based approach to their work with metrics and data informing and driving decision making and change across the organisation.

# About Right There



We are Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

# Our key areas of focus



## For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



## At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



## In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

## **Our Vision**

A world where everyone has an equal chance to create a safe and supportive place to call home.

## **Our Mission**

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

## Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

### Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

### Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

### Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

### Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

### Reflection

We are always learning to be the best we can be.

# Main Role Responsibilities

## Strategic Impact

- Collaborate with senior leaders to ensure HR plans directly drive business outcomes.
- Be a change-maker, questioning the status quo and pushing for initiatives that deliver real, long-term value.
- Take a leading role in the strategic and business planning process, by contributing to the development of the annual People Business Plan and implementing people strategy.

## Employee Experience and Engagement

- Lead initiatives that shape a positive employee experience, focusing on the moments that matter most and what our staff are telling us.
- Design and deliver engagement strategies that reflect our values and support a positive employee experience.
- Lead on measuring the impact of engagement activities and continuously refine approaches to ensure they are meaningful and inclusive.

## Employer Value Proposition (EVP)

- Lead on defining and evolving our EVP to reflect what makes Right There a unique and meaningful place to work.
- Collaborate with Marketing colleagues to ensure our EVP is consistently represented across external channels including social media, careers pages, and recruitment campaigns.
- Champion our culture and values in all external-facing people initiatives, helping to attract talent aligned with our mission.
- Support recruitment and onboarding with materials and messaging that reinforce our EVP and enhance candidate experience.

## Recruitment and Talent Acquisition

- Lead on exploring alternative talent pipelines, such as community partnerships, sector crossovers, and inclusive hiring practices.
- Collaborate with People Business Partners and hiring managers to design roles and recruitment campaigns that reflect our values and appeal to a wide range of candidates.
- Lead on working with external partners (e.g. charities, networks, universities, and social enterprises) to broaden our reach and attract mission-aligned talent.
- Contribute to tender and funding processes relevant to your programme.

# Main Role Responsibilities

## Organisational Design

- Work with leaders to make adjustments to organisational structures that boost agility without resorting to formal restructures.
- Lead on the annual workforce and business planning processes for your programmes/services.

## Insight and Data-Driven Decision Making

- Use data and insights to steer HR solutions, making sure they're aligned with business goals.
- Regularly dig into data from management information, pulse surveys and employee feedback to spot trends and areas for improvement.
- Equip leaders with data-driven recommendations that help them get the best from their teams.

## Employee Relations

- Prioritise fairness, respect, and common sense over rigid policies, promoting flexible, human-centred conflict resolution.
- Encourage a culture of trust and open communication to resolve concerns early and informally, minimising the need for formal cases.
- Empower managers to confidently handle issues, using a coaching approach.
- Support and provide direction to the People Adviser on any complex case work.

## Leadership Capability

- Facilitate leadership development by providing coaching and upskilling opportunities.
- Empower and challenge leaders in becoming more effective by offering the tools, resources, and feedback they need to grow and succeed.

# Main Role Responsibilities

## **Talent Management**

- Champion initiatives that prioritise career development and continuous learning.
- Working with the L&D Partner, develop talent initiatives that focus on leadership development and nurturing talent.

## **Performance Management**

- Help managers build high-performing teams so that they set clear goals and facilitate regular team check-ins.
- Guide managers to encourage open feedback, collaboration, and shared responsibility for delivering results.
- Promote a coaching culture by modelling and encouraging reflective practice.

## **Reward & Recognition**

- Ensure reward practices are fair, transparent, and competitive.
- Promote a culture within programmes and services where achievements are regularly celebrated and contributions are acknowledged.

# Essential skills and experience



- Relevant professional qualification or equivalent significant relevant experience.
- Capability to contribute to strategic and business planning processes and develop people strategies aligned with organisational goals.
- A real interest in what we do
- A progressive, non-bureaucratic approach to HR
- Skilled in coaching managers and providing feedback to improve leadership and organisational efficiency.
- Experience of the latest HR and Employee Engagement trends in practical terms along with keeping up to date on employment legislation.
- An ability to support courageous decisions balancing a people centric approach and business outcomes.
- Experience of managing and leading a small team.
- Manage change strategies to support organisational development and growth.
- An ability to work in an agile way.
- Proficiency in using data and evidence and apply critical thinking to support decision-making and identify priorities for engagement and retention.
- Understanding of how to shape and promote organisational culture, ethics, and values.
- Enjoys delivering as part of a team
- Ability to develop and maintain respectful, successful, and collaborative relationships across the organisation and promote a positive image of the People team.
- Ability to simplify and improve processes
- Have marketing, communication and presentation skills
- Understands what's not important to keep us focused on our strategic people agenda

# Role Details

Contract: Part time, permanent, 17.5 hours per week.  
Salary: SCP 39-42 £42,892-£46,269 per annum pro-rata

Pro rated salary £21,491 - £23,135 per annum

Reporting to: Head of People and OD

- Working hours are 17.5 hours per week on a working pattern to be agreed.
- Depending on candidates location, your core place of work can be Inverness or within our Orkney offices in Kirkwall. There will be a requirement for this role to have regular visits to the other location.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension. Deductions will be taken from your salary in the month you will complete 3-months of employment
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

# How We Equip Our People to Thrive

## Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Real Living Wage employer.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension after 3-months, provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

## Development and Wellbeing Benefits

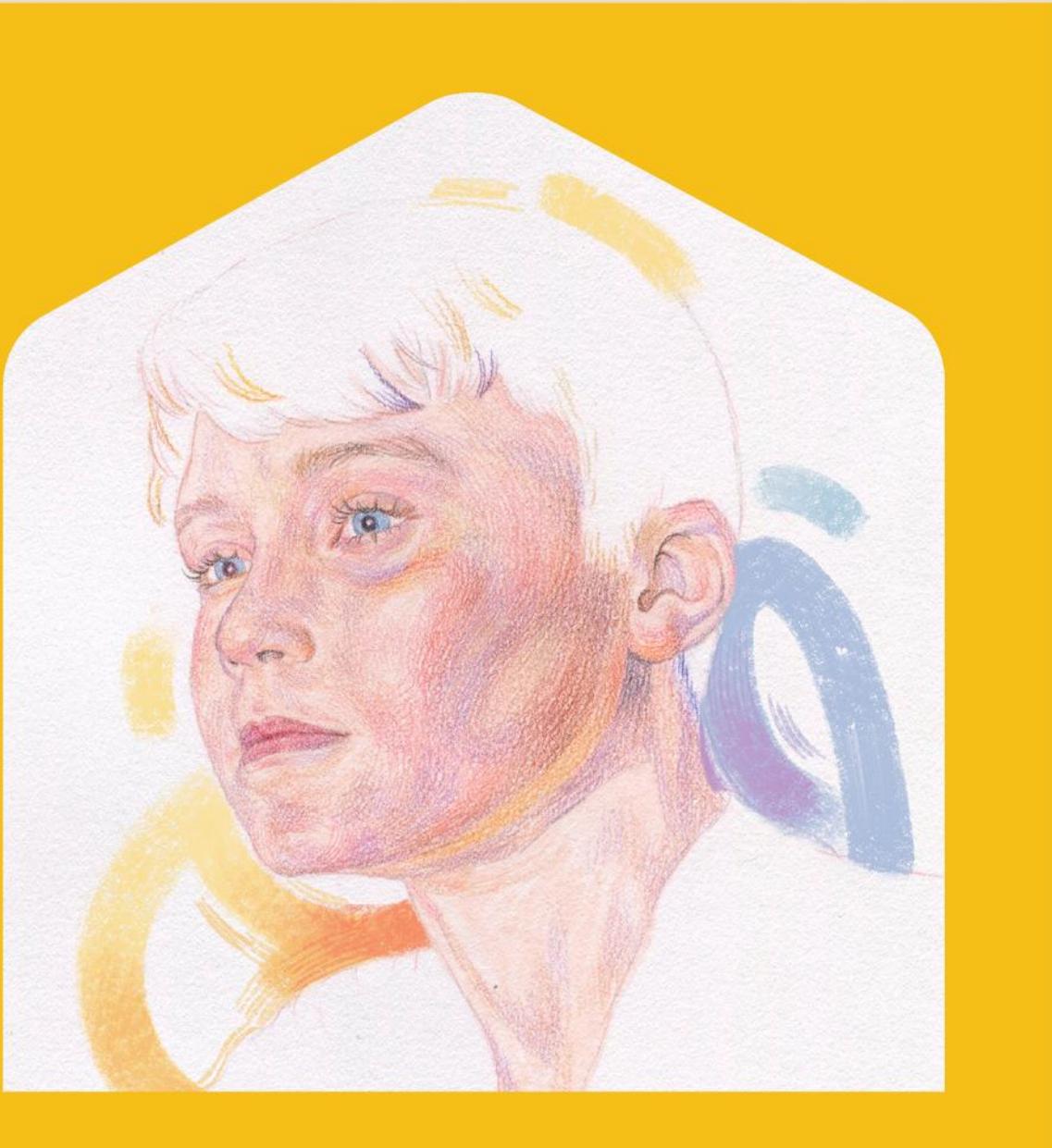
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed [People First approach](#), and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2 and 3 qualifications.

## Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 12 weeks full pay and 12 weeks half pay.
- Enhanced paternity pay at 2 weeks full pay.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

## Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100.
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).



[www.rightthere.org](http://www.rightthere.org)  
[hello@rightthere.org](mailto:hello@rightthere.org)

Follow us search 'Right There':



**Thank you.**

**Good luck with your  
application.**

**For People.  
At Home. In the Community.**