

HR Manager Switchback

JOIN OUR TEAM!

£42,130 - £45,456 depending on experience | Permanent | Part time (21 or 28 hours per week) | London/hybrid | Great benefits

Deadline: Monday 19th May 2025 10:00am

How to apply

To apply, please email the following to jobs@switchback.org.uk with the subject: HR Manager:

1. Your CV
2. A **cover letter (max 800 words)** telling us: (a) why are you the right person for this role giving clear examples of how you fit the person spec and (b) why you want to work at Switchback.
3. A completed **equalities form** [available here](#) (this is optional but will help support our equalities monitoring and will be treated anonymously and separate from your application).

If you'd like an informal and strictly private conversation about the role, please email jobs@switchback.org.uk.

Deadline

10am on Monday 19th May 2025

Interviews

First round – 28th May 2025.

We are holding an optional online Q&A from 6.30-7.30pm on Wednesday 7th May, with Chris Anderson (Director of Finance & Operations). If you'd like to join and hear more about us and the role, please register by emailing jobs@switchback.org.uk (and you will be sent the link to join).

Feedback

As a small team we regret we are unable to provide feedback to candidates that are not selected for the interview stage.



WHY JOIN SWITCHBACK?

Switchback is an award-winning small charity supporting young Londoners to find their way out of the justice system and build stable, rewarding lives.

Switchback's pioneering model is centred on a meaningful relationship between a Switchback Mentor and Switchback Trainee, beginning in prison and lasting as long as it takes after release.

This unique level of support is new territory for most Trainees: a frank, non-judgemental relationship with someone who's there for them on a daily basis, helping to navigate the turbulent transition from prison to community.

Switchback's intensive approach works. **In stark contrast to the national average – which sees around half of those leaving prison every year back inside within 12 months – just 9% of Switchback Trainees reoffend.** In fact, over 50% go into long-term employment, while 65% reach Switchback's unique benchmark of Real, Lasting Change.

In 2024 we've worked with 67 Trainees through-the-gate and over 700 young men pre-release, and we want to reach even more in 2025.

Building on 15 years of impact, Switchback works with others to inspire change across the justice system and beyond. In recent years we've made great strides shifting policy and perceptions, including through our groundbreaking podcast Time & Again, and the successes of Switchback's Reshape Release campaign, including the first rise in the prisoner discharge grant for 25 years.

You'd be joining Switchback's friendly team near to Spitalfields Market in the heart of East London. We offer flexible working, excellent benefits and training, and we have fun too.

Above all, we're a values-led organisation; make sure they resonate with you. We're also determined that our team is more representative of our Trainees, so we'd love to hear from people from Black or Asian backgrounds or with lived experience of the justice system. All appointments at Switchback are made strictly on merit.

This is an exciting time for Switchback as we're aiming to reach even more young Londoners while doing more to tackle social and racial injustice in the UK. Join us!



ABOUT THIS ROLE

In this **exciting new role**, we are looking for a passionate and ambitious **HR Manager** to join our team and help us **to enhance our team's performance and wellbeing**, our values-led culture, and further enhance our diversity and inclusion. .

In this stand-alone role, you will work with the Director of Finance & Operations (DFO) to **oversee all aspects of HR practices and processes**. You will ensure compliance with employment law, and that all our HR policies, processes, and systems are up to date, simple and well-understood.

You will **lead the day-to-day HR function** providing support to staff across all areas of HR. This will include managing all our HR systems, providing expert advice and guidance to staff, and overseeing each employee's journey from induction to exit.

You will implement talent retention strategies and ensure Switchback **is a fulfilling place to work** with a real sense of belonging in the team.

Oversee all recruitment processes focusing on supporting applicants and staff to have the best experience.

You will be passionate about the idea of **helping others to be their best** and putting in place systems and processes to make that possible. You will be excited about making significant contributions to developing our HR practice and processes.

Above all, you'll be **passionate about Switchback's purpose and values**, and keen to join an organisation that wants to support young men make real, lasting change through front-line work and big ambitions to transform the system.

KEY DETAILS

Job title	HR Manager
Salary	£42,130 - £45,456 per annum, depending on experience
Hours	Part time (We are open to the role being done on a 3 or 4 days per week basis)
Contract	Permanent
Location	London (Spitalfields E1) / remote hybrid working. As a charity rooted in relationships, all staff are expected to work at least three days a week in the Switchback office (Pro-rated for part-time staff).
Reporting to	Director of Finance & Operations
Start date	As soon as available
Benefits include:	<ul style="list-style-type: none">• 35-hour working week with flexible working possible.• 25 days' holiday rising to 30 days with service, plus bank holidays, plus 3 extra days holiday in the last week of December.• Holiday buy-back scheme after 2 years' service (10 extra days).• Strong commitment to staff development and training.• Generous pension scheme (5% employer contribution).• Cycle to Work scheme• Team away days and social events.• A free-to-access Employee Assistance Programme supporting mental health and wellbeing in the workplace.



KEY RESPONSIBILITIES

HR

- Lead the day-to-day HR function providing support to staff across all areas of HR.
- Ensure HR policies are reviewed and updated to ensure compliance with employment laws, regulations and best practice. Develop new policies that are fit for purpose, legally compliant, and embedded within the team.
- Update, maintain and develop employee handbook, HR templates, processes, and systems to support the delivery of an effective HR function.
- Oversee the life cycle of our employees from induction to leaving.
- Manage our HR system, currently Staffology, ensuring all records are maintained accurately and in compliance with GDPR.
- Oversee all recruitment processes providing support to staff and applicants throughout the process.
- Implement and oversee talent retention strategies, performance management systems, and succession planning.
- Develop ways to ensure Switchback is a fulfilling place to work with a real sense of belonging in the team.
- Coach and advise line managers on people issues within their teams from probation to sickness absence to performance.
- Manage grievances and disciplinary actions in accordance with company policies.
- Manage payroll ensuring an accurate and timely process and work closely with our payroll consultants.
- Ensure our staff benefits are right for the organisation and manage relationship with all benefit providers.
- Lead on the delivery of our annual training plan.
- Oversee the annual staff and trustee EDI surveys, including analysing the data and reporting to the leadership team.
- Coordinate our EDI advisory group.
- Build a network of HR professionals within the Criminal Justice Sector.

Budget Management

- Manage the HR budget liaising with the DFO and Finance Officer.
- Feed into the annual budget setting and quarterly reforecasting processes.
- Ensure all purchasing is in line with the organisations procurement policy and follows the purchasing process.

PERSON SPECIFICATION

Are you full of potential but not sure you fit all the criteria? Apply anyway and we could help you get there! As a small, dynamic charity we're used to training and supporting brilliant people to learn and grow in their role. If you think you could fly in this position, get in touch.

Experience and Knowledge

- Experience of leading HR operations
- CIPD Level 5 Qualification
- Knowledge of employment law and HR best practices
- Experience in staff recruitment management
- Development and implementation of HR policies
- Strategies for staff retention and wellbeing improvement

Skills

- Ability to maintain confidentiality and handle sensitive information
- Proven ability to identify and implement process improvements
- Organisational skills, with attention to detail and record-keeping abilities
- Ability to communicate effectively with diverse groups

Personal Attributes

- Commitment to Switchback's values and passionate about our ambition and purpose.
- Commitment to promoting diversity, equity, and inclusion
- Able to understand and respect the need for the best interests of our Trainees to always come first

A note for candidates with lived experience of the justice system

For some applicants, lived experience of the justice system may mean you are denied physical access to some or all of the prisons we work in. We have already factored this into our planning so that, for the right candidate, this will not be a barrier to success.

DIVERSITY AND ACCESSIBILITY

Diversity

Switchback is committed to diversity in all that it does and aims to build a team representative of modern London, celebrating the differences that people bring with them as a vital resource. We welcome applications from the widest possible talent pool and we appoint on ability and merit irrespective of race, religion, age, disability (including hidden disabilities), marital/civil partnership status, sex, gender identity, or sexual orientation. We particularly welcome applications from candidates with lived experience of the justice system (personal or by association). Our diversity and inclusion policy is available [here](#).

Accessibility

Please let us know if you have any special requirements which we might need to consider in relation to the selection process (e.g. attending interviews.) Any requests will not affect your application.

"People only do what they know, and that depends where you grow up. To me, I knew how to sell drugs. In my community it's just normal to do crime. Switchback taught me and pushed me so much. I've learned to forget about crime. I've been shown a different route."

Jordan, Market Manager and former Switchback Trainee



OUR VALUES

Switchback's values cut through everything we do, from our work with Trainees to our fundraising and partnerships.

1. Human

Keeping Trainees at the heart of everything we do.

We build trust, confidence, independence and stability in all areas of a Trainee's life. In all decisions we use the lens: "does this help us improve the prospects of young men leaving prison?"

2. Authentic

Rolling with the ups and downs of real life.

We prize integrity and honesty. We don't sell a dream: we are realistic about what it means to genuinely start over and the huge courage needed to change. We recognise that change is not linear and we provide a space to learn from mistakes.

3. Committed

Taking the long way around.

Our commitment to Trainees is consistent and continuous, lasting for as long as it takes. We reject quick fixes, shortcuts and tick boxes. We do what we say we are going to do and coach our Trainees to do the same.

4. Ambitious

Having high expectations.

We assume strengths, resources and abilities in Trainees. We don't do things for people: we challenge and encourage our Trainees to take control. We are distinctive in our high expectations of Trainees, our own conduct, the quality of our partnerships and the impact of our work.

5. Pioneering

Pushing into our stretch zone.

We challenge Trainees to move outside their comfort zone and we encourage adventure to learn and grow. As a charity we strive to do the same, constantly seeking to reflect and improve. We pioneer an alternative approach and share our evidence with others to inspire wider change.

