

Directorate: People & Culture

Reporting to: People & Culture Lead

Contract type: 9 month fixed term contract, full-time

Working at Mary's Meals International:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International (MMI) is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life, and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

You will provide professional HR advice and sound judgement across a broad range of HR topics, delivering high-quality support to employees and managers. Drawing on substantial practical experience, you will be expected to quickly take ownership of sometimes complex UK and international employee relations casework, applying MMI policies and processes consistently. Working collaboratively within a fast-paced, global environment, you will build strong stakeholder relationships, anticipate challenges and offer practical solutions. You will also work flexibly across projects and lead defined workstreams, taking ownership for coordination and providing expert input to ensure effective delivery.

As a People & Culture subject matter expert, you will uphold the integrity and consistent application of HR policies, processes and frameworks, offering expert guidance to support effective decision-making. You will use your generalist HR experience to contribute to the attraction, development, recognition, succession and retention of great people across our global movement.

Key responsibilities & activities:

HR Service Delivery & Employee Experience

- Deliver a high-quality HR service to all MMI employees and provide support across our global network as required.
- Resolve escalated employee queries received via the People & Culture inbox.
- Proactively support the MMI remote-first strategy through initiatives promoting employee mental health and wellbeing.
- Conduct new joiner feedback sessions when required, passing on feedback to managers and supporting with any issues.
- Conduct exit interviews, provide feedback on trends and manage any issues that arise.

Policy, Governance & Compliance

- Lead the review and update of HR policies, ensuring alignment with legislation and best practice, and guiding stakeholders through changes.
- Support the job evaluation process, ensuring consistency and fair application of the grading framework.

- Oversee the monthly sickness absence process, identifying patterns and trends to support managers with absence management in short term, long term and ill health capability cases.

Employee Relations & People Management Support

- Manage, advise on and support a broad spectrum of employee relations cases within MMI, including sometimes complex UK and international casework, and provide additional case management support to Programme Affiliates as required. Work in accordance with MMI policies and processes, escalating risks and significant decisions appropriately.
- Support managers in providing the knowledge and tools for effective people management in a remote first environment.
- Provide advice and guidance on MMI people matters whilst supporting a positive culture that reflects our values and key competencies.
- Provide high-quality HR guidance to National and Programme Affiliates when required, offering timely, practical and culturally sensitive advice that strengthens people management capability, supports the consistent application of HR practices, and adds measurable value to their organisational priorities.
- Contribute to the ongoing development and delivery of our People & Culture strategy and wider organisational projects as required.

Projects, Performance & Organisational Development

- Plan, lead and deliver People & Culture projects throughout the year such as the preparation and implementation of the annual pay review process, policy development and supporting the quarterly performance review process.
- Contribute to the production and reporting of people metrics, statistics and management information.
- Provide content and deliver subject matter expert People & Culture training for employees and managers.

Recruitment & Talent Acquisition

- Work collaboratively with the Head of Recruitment to support the MMI recruitment lifecycle, with a strong focus on the candidate experience.
- Lead and support end-to-end recruitment activity by guiding hiring managers, participating in interviews, coaching throughout the process, and contributing to the creation and refinement of job descriptions.

Additional Information:

- Work within the framework of Mary's Meals vision, mission and values.
- Work towards achieving departmental strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MMI policies and procedures.
- Undertake and apply learning from appropriate training and development programmes.
- Understand and uphold the standards outlined in MMI's Global Safeguarding Policy, acting with due care and attention to safeguard anyone that encounters our work and ensuring that all activities are undertaken in line with Mary's Meals Global Safeguarding standards.

Essential skills & experience required for this role:

- A proven HR generalist with substantial hands-on experience of independently managing sometimes complex employee relations casework from initial assessment through to resolution, applying current UK employment legislation and supporting international cases in collaboration with local stakeholders and People & Culture colleagues.
- Professional, confident communicator with strong interpersonal skills and the ability to effectively communicate with a wide range of individuals in a diverse environment.
- Excellent organisational skills with the agility to work across various HR workstreams.
- Analytical thinker with the ability to rationalise complex information.
- Knowledge and practical application of current UK employment legislation.
- Experience of independently managing complex HR issues or projects from initiation to resolution.

- Ability to maintain high accuracy and work quality standards.
- Demonstrated ability to build effective working relationships and influence stakeholders at all levels, and able to lead people-related initiatives collaboratively and escalate material risks or decisions appropriately to support organisational objectives.
- The ability to work flexibly within a small team and have a positive, “can do” attitude.
- Demonstrate integrity in handling sensitive information.
- Ability to commit to Mary’s Meals vision, mission and values and a willingness to contribute to our positive organisational culture.

Preferred skills & experience required for this role:

- Experience of working within a fast paced global or multi-site organisation.
- Knowledge of remote working HR best practice.
- Experience of managing the recruitment lifecycle.
- Experience of supporting wellbeing in a remote working environment.
- Policy design and development experience.
- Experience leading cross-functional workstreams.
- Involvement in culture survey design and implementation.
- Evidence of cultural sensitivity and the ability to work effectively with a wide range of people across different countries and settings.

Qualifications:

- CIPD Qualification.
 - Evidence of continuous professional development.
 - Equivalent knowledge acquired through relevant experience.
-

Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your MAP (My Agile Performance) process.