

JOB DESCRIPTION



Section 1: General information	
Job title:	Senior People & Culture Partner
Department:	People and Culture
Reports to:	People and Culture Manager
Line manager responsibility for:	None
Role Grade:	C
Version Control:	V1.0
Section 2: PenCarrie's story and What are we looking for?	
<p>PenCarrie's story:</p> <p>With 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 4,000 product lines, 80,000 SKU's from over 80 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing around 300 Team PenCarrie Members, each of whom is as passionate about the business as the next.</p> <p>What are we Looking for:</p> <p>A strategic and experienced Senior People and Culture Partner who acts as a trusted advisor Managers and employees and a specialist in key HR areas including employee relations, reward, policy, process, and governance. Reporting to the People and Culture Manager, the Senior People Partner plays a critical role in helping to shape and deliver our People strategy, driving engagement, enabling performance, and ensuring operational excellence and compliance across PenCarrie. It is also expected that this role will support wider projects and support on key areas such as Reward, Systems, Process and policy.</p>	
Section 3: Purpose and responsibilities of the role	
<p>Main purpose of role:</p> <p>To lead and support the delivery of effective People and Culture operations across the business, ensuring compliance, consistency, and alignment with PenCarrie's values and strategic goals. This role provides expert guidance to managers, drives people initiatives, and fosters a proactive, inclusive, and high-performing workplace culture.</p> <p>Main responsibilities:</p> <ol style="list-style-type: none">1. Oversee daily HR operations and casework, delegating tasks, advising team members, and escalating issues appropriately. Provide proactive support to managers and identify trends to prevent future challenges.2. Maintain and oversee HR systems and processes, ensuring team-wide compliance and effective communication with internal stakeholders.3. Coach and support line managers in understanding HR procedures and developing people management capabilities.4. Promote and evolve company values in line with business needs, workforce trends, and long-term objectives.5. Ensure consistent application of PenCarrie policies, procedures, and the Employee Handbook, providing regular updates and communications.6. Contribute to the development and delivery of a Learning & Development strategy that fosters a culture of continuous improvement.	

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7. Support formal and informal HR processes, including documentation, investigations, and legal compliance across areas such as absence, maternity, and flexible working.
8. Lead employee relations processes including investigations, disciplinary and grievance hearings, ensuring legal compliance and appropriate resolution.
9. Manage recruitment campaigns, including advertising, application tracking, interview coordination, and supporting managers with shortlisting and selection.
10. Oversee onboarding and offboarding processes, including inductions, stay interviews, exit interviews, and feedback to managers.
11. Lead absence management processes, including return-to-work interviews and support for long-term or frequent absence cases in collaboration with H&S and Occupational Health.
12. Champion wellbeing initiatives, including promoting the Employee Assistance Programme and supporting Mental Health First Aiders.
13. Produce and analyse HR reports using Excel and other systems to support decision-making and provide insights to senior leaders.
14. Support performance management processes such as appraisals and probation reviews.
15. Assist in updating and implementing HR policies and procedures to ensure relevance and compliance.
16. Partner with managers and the People & Culture Manager to align people strategies with business priorities and enable high-performing teams.
17. Provide expert guidance on employee relations matters, including conflict resolution and coaching for managers and stakeholders.
18. Support the development and governance of inclusive, compliant HR policies and processes.
19. Ensure robust HR governance through effective controls, audits, and risk management practices.
20. Analyse workforce data and people metrics to inform strategic decisions and improve employee experience.
21. Support workforce and succession planning, and capability development across departments.
22. Promote a values-led, inclusive culture that encourages accountability, feedback, and continuous improvement.
23. Ensure compliance with employment legislation and internal policies, staying informed of legal and regulatory changes.
24. Maintain confidentiality and adhere to GDPR and data protection standards.
25. Commit to ongoing professional development and staying current with HR best practices and legal updates.
26. Undertake additional responsibilities aligned with skills and business needs as reasonably required

Section 4: Person specification

Knowledge, skills and experience required:

Essential

- Strong track record managing employee relations (including complex) cases in a legally sound and employee-centered way.
- At least 3 years as an HR advisor

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- Knowledge of employment law, HR compliance requirements, and best practices in HR operations and governance.
- Excellent relationship-building, communication, and coaching skills, with the ability to influence people at all levels.
- Data-driven mindset with experience using HR systems and analytics tools to inform strategy and decisions.
- Passion for fairness, transparency, and embedding good governance in people practices.
- Experience in being able to create, review and deliver updates across the team and open to new ways of working.

Desirable

- Experience in a senior advisor position or relevant demonstratable delivery

PenCarrie Values

We're dedicated to customer success

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

We're proud of everything we do

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

We grow responsibly

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities



Section 5: Job description prepared by

Job title: Interim People and Culture Director

Date: 14.08.2025