



JOB DESCRIPTION

Job Title:	People, HR and Wellbeing Manager
Reporting to:	Chief Executive
Hours:	22.5 hours per week (3 days), with flexibility around casework and organisational requirements
Salary:	Up to £30,000 per annum
Location:	London, with hybrid / remote working as standard
Contract:	Permanent, part-time

BACKGROUND AND ROLE SUMMARY

We are the Military Wives Choirs, the only charity that focuses on building wellbeing and resilience, through singing, for all women impacted by their military connection. Our mission, Sing, Share, Support, is at the heart of everything we do.

In 2023 we entered our second decade as an independent charity, after previously being a subsidiary of SSAFA, the Armed Forces charity. We continue to work closely with SSAFA in our shared aims of supporting the Armed Forces community. This new decade and status create significant opportunities for MWC, while also requiring strong, consistent and proportionate people practices across our central team and our wider volunteer and beneficiary network.

This role is part of the Choirs Support Team (CST), a small dedicated team who manage the day-to-day running of the charity and support our network of over 70 Military Wives Choirs around the world. The HR Manager will report directly to the Chief Executive and provide specialist people expertise across both the CST and, critically, the wider MWC network.

This is a network-facing people role rather than a conventional internal HR post. While it will provide proportionate HR support to MWC's small central team, the majority of its impact will be across our geographically dispersed network of volunteers and beneficiaries - leading complex choir casework, strengthening volunteer and beneficiary relations, improving consistency of practice, and supporting culture, engagement, wellbeing and safeguarding.

The HR Manager will be a visible and trusted partner to volunteer choir leaders, the Regional Volunteer Group (RVG), CST and Trustees. The role will establish clear case-management and escalation frameworks, ensure concerns are handled promptly and proportionately, turn wellbeing insight into action, and help build a network in which people feel supported, listened to and confident about where to go when issues arise. Alongside this network remit, the role will retain proportionate oversight of core employment compliance and people practice for the CST.

KEY RESPONSIBILITIES

1. Act as MWC's specialist lead for people, network relations, wellbeing, providing clear, practical and proportionate advice to the Chief Executive, CST and Trustee Board and ensuring the needs of the wider choir network are reflected in decision-making.
2. Lead escalated volunteer and beneficiary casework, including complaints, grievances, conduct concerns, conflict and sensitive wellbeing-related issues, ensuring clear triage, fair investigation, timely communication, proportionate outcomes and appropriate follow-up.
3. Manage the day-to-day relationship with the Regional Volunteer Group (RVG) on people and network matters, creating clear referral routes, supporting volunteer leaders to resolve issues at the right level, and ensuring learning and recurring themes are fed back into policy, training and network support.

4. Design, maintain and monitor a consistent case-management and escalation framework, including clear thresholds, investigation standards, decision-making responsibilities, record keeping and service-level expectations for acknowledgement, triage, progression and closure. Use case data to monitor volumes, timeliness, themes, and organisational risk.
5. Own the people, behaviour, and wellbeing, escalation content within relevant volunteer, beneficiary and choir-leadership handbooks and guidance, working with other CST leads where documents include wider operational content. Maintain proportionate HR policies, procedures, and the employee handbook for the CST.
6. Lead delivery of MWC's strategic wellbeing outcomes, translating them into a practical annual plan for the network and ensuring wellbeing, resilience, belonging and supportive community remain embedded in how MWC operates and engages with its beneficiaries.
7. Monitor wellbeing trends and evidence across the network, including the Annual Wellbeing Survey and the coverage and impact of Mental Health Awareness and Conflict Management activity. Lead the implementation, rollout and ongoing monitoring of WMAT, and provide concise insight and recommendations to the Chief Executive and Trustee Board.
8. Ensure clear, safe and up-to-date signposting is in place for beneficiaries and volunteers who require support beyond MWC's remit, including access to appropriate trauma-informed and specialist services. Maintain clear boundaries between MWC's preventative wellbeing role and clinical or statutory support.
9. Own the overall planning and outcomes for network engagement on people, culture, wellbeing and conduct matters, working with the Events & Communications Coordinator on channel planning and execution. Establish effective listening and feedback mechanisms, so network insight informs CST priorities and decision-making.
10. Monitor relevant external trends, evidence and research on wellbeing, the military community, volunteering and the role of music and singing in wellbeing. Identify opportunities for MWC to learn, partner, contribute evidence, and engage credibly in the national conversation.
11. Provide proportionate HR support to MWC's small central team, including employment law compliance, employee relations, recruitment and onboarding, performance management, organisational change, contracts, benefits and learning and development, while ensuring the role remains primarily focused on network-facing priorities.

As a small team, we expect everyone working with MWC to pick up other duties commensurate with their skills and capabilities and to be flexible, adaptable and willing to take on new challenges.

Skills & Experience

	Essential	Desirable
Significant experience in a people, volunteer, member or community-facing role involving complex casework, ideally within a charity, membership or volunteer-led organisation	*	
Demonstrable experience of managing complaints, investigations, grievances, conduct or conflict cases involving volunteers, members or beneficiaries, with sound judgement and appropriate documentation	*	
Experience of building trusted relationships with volunteer leaders, committees or representative groups and handling sensitive matters with authority, empathy and impartiality	*	
Experience of designing or operating case-management, triage and escalation processes, including service standards or SLAs and meaningful management information	*	

Experience of supporting a geographically dispersed network, membership body or community	*	
Experience of translating wellbeing objectives into practical delivery plans, outcomes and measures	*	
Confidence using survey, engagement and case-management data to identify trends, assess impact and make clear recommendations	*	
A sound understanding of wellbeing boundaries, safe signposting and when concerns require specialist, clinical, statutory or safeguarding support	*	
Experience of planning network or community engagement and creating effective listening and feedback mechanisms	*	
Sound working knowledge of UK employment law and practical HR fundamentals sufficient to advise and support a small central team	*	
Experience of Mental Health Awareness, conflict management, wellbeing training, mediation or related learning and development activity		*
Exceptional communication, listening and relationship-building skills, including confidence handling difficult or sensitive conversations	*	
Excellent judgement, discretion and attention to detail, with a strong understanding of confidentiality and appropriate handling of sensitive personal information	*	
Proven ability to work autonomously, prioritise a varied workload and deliver reliable outcomes within a three-day-per-week role	*	
A willingness to understand the lived experience of MWC beneficiaries and how military life can shape wellbeing, belonging and community	*	
A passion for the Military Wives Choirs, our mission and our vision	*	
CIPD qualified (Level 5 or above) or able to demonstrate equivalent professional HR / people-practice knowledge and experience		*
Understanding of the military community and/or current research and evidence on music, participation and wellbeing		*