

**Job title:** Head of Diversity and Inclusion

**Line manager:** Stephen Burns, Exec Director, Care Inclusion and Communities

**Grade (if applicable):** 1A

**Direct reports:** D&I Manager  
D&I Programme Coordinator



## Role purpose:

To lead, coordinate and assure the delivery of the organisation's Inclusion Strategy, ensuring inclusion is embedded into everyday decision-making, service delivery and organisational culture. The role is accountable for ensuring EDI drives measurable improvements in fairness, service quality, resident outcomes and colleague experience, while supporting compliance with legal and regulatory expectations and mitigating organisational risk. The postholder enables leaders across all directorates to take ownership for delivering inclusive outcomes, supported by strong governance, data insight and performance management.

## Key results:

- Delivery of an organisation-wide Inclusion strategy aligned to corporate priorities, with clear ownership across directorates
- Demonstrable improvement in fairness, accessibility and consistency of services for residents
- Reduction in inequality gaps in both resident and colleague outcomes
- EDI fully embedded within service design, policy, people practices and place-based delivery
- Effective governance in place, including regular reporting to Executive Team and Board
- Directors and senior leaders held accountable for EDI outcomes within their areas
- Strong organisational capability in inclusive leadership, decision-making and service delivery
- Robust EDI data, insight and performance frameworks informing decision-making
- Successful delivery of statutory and voluntary reporting requirements (e.g. pay gap reporting, external benchmarks)
- Effective engagement with colleague networks, residents and external partners to inform and shape delivery

## Success metrics:

- Improvement in resident satisfaction and reduction in identified service outcome gaps
- Improvement in colleague engagement and inclusion (belonging) scores
- Achievement of diversity and representation targets at senior levels
- Reduction in gender and ethnicity pay gaps
- Increased completeness and quality of workforce and resident diversity data
- Delivery against annual EDI objectives and KPIs across directorates
- Evidence of inclusive decision-making embedded across services and leadership teams
- Positive feedback from residents, colleagues and key stakeholders
- Successful regulatory compliance and governance assurance relating to equality and inclusion

**Version Date:**

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## About you:

### You will be:

- A strategic and credible leader with organisation-wide influence
- A visible and trusted expert in equality, diversity and inclusion
- An effective partner and challenger to senior leaders
- Outcome-focused, using data and insight to drive measurable change
- Skilled at operating across complex systems, enabling others to deliver
- A collaborative leader who builds trust across diverse stakeholders

## You will have:

### Strategic leadership and governance

- Significant experience of leading EDI or Inclusion Strategy in a complex organisation
- Experience advising and influencing Executive and senior leadership teams
- Strong understanding of equality legislation, governance and regulatory expectations

### Delivery and impact

- Proven track record of delivering measurable organisational and cultural change
- Experience embedding EDI into service delivery, not just people or HR practices
- Experience establishing accountability frameworks and driving delivery across multiple functions

### Data and insight

- Strong analytical capability with experience using data to identify inequality gaps and inform action
- Experience leading performance reporting, pay gap analysis and external benchmarking
- Ability to translate complex data into clear insights and actions

### Stakeholder engagement and influence

- Excellent communication skills across a wide range of audiences
- Experience building partnerships internally and externally to deliver impact
- Ability to influence, challenge and support leaders to improve outcomes

### Specialist knowledge

- Deep understanding of EDI principles, best practice and emerging trends
- Evidence of ongoing professional development

### Leadership Responsibilities:

- As a member of the leadership team, support and enable delivery of the Group Strategy through strategic and operational contribution
- Demonstrate strong leadership skills to help build a diverse and inclusive organisations; ensuring that Equality, Diversity and Inclusion principles are fully embedded in the attraction, recruitment, development and retention of your teams and within the delivery of our services

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- Be a confident role model and leader, ensuring you reflect the values of the organisation. Know what it takes to motivate your team and ensure they have the right tools to do the job.
- Empower your teams to develop and grow, leading with trust and showing appreciation.
- Build effective networks internally across the organisation and externally to support delivery of the group strategy and the new localities model.