

JOB DESCRIPTION	
Job title:	Diversity and Inclusion Lead
Team/Department:	People Team
Location:	Main place of work as agreed
Hours of work:	As agreed and in accordance of the contract of employment
Contract:	
Job title the post holder will report to:	People Business Partner
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	February 2025
<p>JOB PURPOSE</p> <p>This role is key to promoting our culture of inclusiveness and belonging and supporting the wellbeing of our workforce.</p> <p>You will support the delivery of our Diversity and Inclusion (D&I) strategy and will be a knowledge expert in the application of strategic and operational D&I approaches. Priorities include reviewing of our D&I learning and development offering, supporting our existing colleague networks, and analysing and improving our D&I data and co-ordinating and submitting our yearly reports.</p> <p>You will provide leadership and support to our Colleague Resource Groups (CRGs):</p> <ul style="list-style-type: none"> • Gender Equality • Cultural Inclusion • LGBT+ and Friends • Disability Confident 	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Support our culture of inclusiveness and belonging to improve attraction, retention, and engagement of a diverse, high calibre workforce. • Design and deliver D&I approaches that create shared purpose across the organisation. • Lead on the integration of D&I approaches into wider organisation practices. • Contribute to the development of our people by promoting D&I best practice and supporting innovation. • Provide expert advice and guidance in relation to D&I matters. 	

- Ensure that all services delivered promote our values and constructively challenge any behaviour outside of these values.
- Act as an advocate for change, by identifying and delivering D&I improvements through new and existing working practices.

Strategic Diversity & Inclusion

- Work with the People Business Partner to embed our D&I strategy and policy alongside managers to ensure these are understood and valued as key enablers in meeting our business aims.
- Create and deliver the annual D&I plan with measurable KPIs to translate our strategic aims into action.
- Work with the People Business Partner to ensure the right resources are in place to achieve our objectives.
- Review and assess our current policies from a D&I perspective and identify any necessary updates.
- Actively 'horizon scan' to identify government policy, planned changes to legislation and D&I trends, and consider how these will impact IC24.

Communication and Engagement

- Actively promote and raise awareness of the contribution of D&I within the organisation, encouraging allyship from all colleagues.
- Support the continuation and further development of our existing D&I colleague networks (CRGs), ensuring these effectively link to the annual plan.
- Chair the quarterly CRG steering group, ensuring a wide representation of colleagues from across the CRGs.
- Attend the quarterly Employee Alliance meeting, provide D&I updates.
- Build the relationship between our CRGs and existing employee forum and consider how this should operate to best promote D&I good practice.
- Identify D&I calendar events to celebrate, and any other appropriate opportunities to promote D&I, alongside our Communications team.
- Work with senior leaders and managers to initiate D&I conversations and share success stories.
- Work with the CRGs and our Communications team to generate ideas that both promote and raise awareness of D&I matters.
- Maintaining relationships with external diversity related businesses, working together to enhance our brand.

Education

- Work with leaders and the Education team to develop D&I interventions to promote cultural change.
- Review and assess our D&I related learning offering and identify gaps and/or opportunities for improvement in content.
- Pilot and deliver D&I related training to colleagues as required.

Data and reporting

- Conduct a review of our workforce profile and compare against the localities and communities we serve.
- Identify any gaps and/or opportunities in representation across our different departments and locations.
- Support our Gender Pay Gap report and narrative, engaging with stakeholders and contributors across the organisation as appropriate.
- Lead on the creation of our first Ethnicity Pay Gap report and narrative.
- Lead the Workforce Race Equality Standard (WRES) report and narrative.
- Lead on the creation of our first Workforce Disability Equality Standard (WDES) report and narrative.
- Ensure D&I data is collected on a yearly basis and analyse across all relevant people processes, sharing this with colleagues as relevant.
- Review terminology used in data collection and work to build trust and increase data recording by colleagues.

Organisation Development

- Coach managers in the process of implementing D&I related change and supporting those involved in, and affected by, it.
- Review and assess established working practices and people management practices to ensure they support D&I.
- Facilitate the process of any organisational change relating to D&I, ensuring change takes place smoothly through the provision of advice and guidance to managers and colleagues.

Recruitment and Talent Management

- Work to remove any barriers and find other ways to improve colleagues' access to progression opportunities.
- Support the Recruitment and Education teams to provide colleagues greater clarity on available career paths.
- Identify how coaching and mentoring (including reverse mentoring) can be best provided to and from colleagues from different backgrounds.
- Support the Recruitment team and Disability Confident CRG Leads with work to progress from our current Disability Confident accreditation Level 2 to Employer (Level 3 - Leader).
- Provide support to the People Experience Advisor and the Gender Equality CRG Leads to progress work on our Menopause Friendly accreditation.

Raising People Management Capability

- Champion best D&I practice, influencing relevant business decisions to ensure its efficient and pragmatic application.
- Educate managers and colleagues on D&I matters to ensure their understanding of responsibilities, including how managers can best support career development.
- Influence and drive manager thinking and develop D&I approaches that support operational business objectives, organisational design and resource plans whilst maintaining our objectives.
- Establish mechanisms by which awareness of good D&I practices are understood and applied by managers at every level.
- Advise, coach and support leaders and managers in the development of D&I knowledge and competence within their teams in line with our strategic vision, values and behaviours.
- Respond to development needs of managers by creating and facilitating relevant D&I training.
- Work with the wider People Partnering team to ensure managers are equipped to manage D&I related issues with their teams effectively, providing best practice advice to minimise escalation to formal processes, as appropriate.

Team Working

- Support the People Business Partner to coach, educate and challenge the People team and Senior Leaders regarding D&I matters.
- Attend all relevant People team meetings.
- Represent IC24 by participating in internal and external networks, meetings, project teams and working parties to support the achievement of objectives.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of

working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>Educated to degree level or equivalent</p> <p>EDI or HR background</p> <p>Recognised professional qualification such as CIPD</p> <p>Evidence of continuing professional development</p>	<p>MCIPD</p> <p>Management/leadership development</p> <p>Professional D&I qualification(s)</p>	Application, Certificates & Interview
Experience	<p>Significant experience of developing and implementing D&I interventions</p> <p>Delivering improvements in D&I</p> <p>Demonstrable evidence of influencing and delivering cultural change</p> <p>Knowledge and practical application of identifying and applying metrics</p>	<p>Experience within healthcare and/or charity sector</p> <p>Experience of designing targeted and engaging learning and development interventions</p>	Application & Interview
Practical skills	<p>Highly knowledgeable in D&I matters – including legislation, statutory requirements, its implications and emerging best practice</p> <p>High level of emotional resilience, empathy, and the ability to read a situation to provide the correct balance of support and challenge</p>		Application & Interview

Requirements	Essential	Desirable	How identified
	<p>Experience of using data and insights to inform DEI initiatives and developing action plans</p> <p>Able to contribute as a member of a multi-disciplinary team</p> <p>Ability to negotiate and influence on complex matters</p> <p>Strong interpersonal skills with the ability to communicate at all levels and quickly build relationships with a range of stakeholders</p> <p>Strong analytical and presentation skills</p>		
General	<p>Commitment to outcomes and provision of high-quality patient care</p> <p>Creativity and innovation</p> <p>Flexibility and adaptability to change</p>		Application & Interview