

# HR & SUSTAINABILITY LEAD

## Role overview at a glance

<b>HOURS</b> 24/week	<b>PATTERN</b> 3 days or 5 flexed	<b>LOCATION</b> Norwich · Hybrid	<b>SALARY</b> Circa £60k FTE	<b>REPORTS TO</b> CEO	<b>IDENTITY</b> B Corp Certified
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<b>PEOPLE</b> Owning the people function	<b>PLANET</b> BCorp & sustainability stewardship	<b>PROSPERITY</b> Standards, reward & performance
<ul style="list-style-type: none"> <li>● Own HR governance: induction, probation and four-monthly performance cycles, with clear pass/fail outcomes</li> <li>● Run recruitment end-to-end, from spec to right-to-work</li> <li>● Lead grievance, disciplinary and capability casework, backed by Croner HR</li> <li>● Integrate UK and QX India teams around the same standards and rhythm</li> <li>● Lead JEDI, wellbeing, EAP and mental health first aid provision</li> <li>● Co-ordinate H&amp;S compliance, the annual audit and Safety Handbook via BrightSafe</li> <li>● Run team events, away days and education sessions</li> </ul>	<ul style="list-style-type: none"> <li>● Maintain B Corp certification in good standing and prepare for the next recertification cycle</li> <li>● Manage the annual B Corp Impact Report and stakeholder reporting with the board</li> <li>● Hold relationships with Good Business Charter, Living Wage Foundation, Sustainable Travel Leave and SME Climate Hub</li> <li>● Embed sustainable procurement and oversee Climate Perks</li> <li>● Co-ordinate outsourced carbon accounting and reduction plan</li> <li>● Stay current on B Corp standards and SME sustainability regulation</li> <li>● Tell the story externally: blogs, social, client newsletters and surveys</li> </ul>	<ul style="list-style-type: none"> <li>● Enforce the firm's standards on the CEO's behalf: GDPR, AML, ethics, comms protocols and methods of working</li> <li>● Make breaches matter: probation, performance rating, bonus and continued employment</li> <li>● Drive 100% completion of mandatory training across UK and outsourced staff</li> <li>● Run pay benchmarking, Living Wage checks and the annual review cycle</li> <li>● Administer payroll inputs, BUPA, bonuses and benefits</li> <li>● Co-ordinate CPD across ICAEW, ACCA, AIA, AAT and CIPD pathways</li> <li>● Support workforce adaptation to AI and outsourcing as opportunity, not threat</li> </ul>

## WHO FITS THIS ROLE

Substantial HR experience	Professional services background	Confident with difficult conversations
Comfortable in a regulated environment	Commercially minded	CIPD qualified (desirable)

## HOW SUCCESS IS MEASURED

<b>Retention</b> & time-to-fill	<b>Engagement</b> UK + QX India	<b>100%</b> performance cycles	<b>100%</b> mandatory training	<b>B Corp</b> in good standing
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