



## Head of People and Culture

### **About the Company**

ShelterBox is a leading global nonprofit organization whose mission is to deliver humanitarian aid in the form of shelter and lifesaving supplies when natural disaster or political conflict devastates a region. Our vision is of a world in which all people displaced by disasters and humanitarian crises are rapidly provided with emergency shelter. Our work makes ShelterBox USA a unique, exciting and meaningful place to work.

We are a fast-paced, high-performance team that is ambitious in our pursuits, passionate about our mission, and creative in our execution. We encourage professional development by exposing team members to all aspects of our organization. We're looking for qualified professionals who are innovative, align with our values, and who are passionate about helping people in need and inspiring others.

### **About the Role**

The Head of People and Culture will be responsible for managing all Human Resource functions including talent acquisition, employee relations, benefits management, compliance, and the day-to-day tactical execution of all HR processes and programs for ShelterBox USA staff. This role will serve as an internal HR business partner to all departments across the organization. You will proactively foster a culture of engagement and assist in designing and implementing workplace policies that help attract and retain the top talent necessary for sustainable growth. It is an exciting opportunity to cultivate and promote culture among the entire organization.

This is a hybrid role, based three days a week in our Santa Barbara, CA headquarters and remote two days a week, and reports to our Chief Operating Officer.

### **Duties & Responsibilities:**

#### Strategic Leadership

- Partner with the COO to develop and execute the HR and talent management strategy to encompass talent management, recruiting, retention, development, and succession planning.
- Lead strategic HR and Recruiting business transformation projects. Conceptualize HR roadmaps to support these organizational goals.
- Spearhead process improvements in our People Operations department including but not limited to, the Performance Review processes and timeline and implementation of Learning and Development opportunities for our entire staff.

#### Talent Management

- Manage the full employee life cycle from onboarding to offboarding.
- Lead our organization through the performance review process, ensuring equity across the organization, partnering with managers to ensure timely performance evaluations, supporting staff growth and development, and providing coaching opportunities for both managers and staff alike.
- Create learning and development programs and opportunities for all staff members.



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- Attend and participate in employee performance evaluations, disciplinary meetings, terminations, and investigations as needed.

## Talent Acquisition and Onboarding

- Oversee the full life cycle recruitment process inclusive of managing the following processes: job posting, sourcing, screening, coordination of all interviews, background & reference checks, and offer. Serve as a business partner to hiring managers to develop effective sourcing and staffing strategies that position ShelterBox as an employer of choice.

## Employee Health, Safety and Wellness

- Manage benefits plan design. Administer employee benefits programs, including health, COBRA, 401(k) Retirement Plan, and ancillary benefits. Manage open enrolment activities, new enrolments, employee communications, monthly benefits billing reconciliation, and benefits plan design.
- Regularly assess the competitiveness of HR programs, benefits, and practices against the relevant markets and recommend improvements.
- Administer and execute human resource programs including but not limited to compensation and leave; disciplinary matters; disputes and investigations; performance and talent management; productivity, recognition, and culture; occupational health and safety; and training and development. This includes ensuring confidentiality and impartiality to ensure that HR is fully accessible to the organization.

## Administration, Policy Development and Risk Management

- Assist in company policy creation and handbook updates.
- Maintain accurate and updated personnel records. Ensure confidentiality is maintained and all relevant legal compliance regarding personnel is followed.
- Partner with the Financial Controller on payroll processing via the payroll system, ensuring accurate time and attendance information is transmitted to the payroll system bi-weekly. Collaborate with managers to identify and correct exceptions.
- Responsible for researching employment laws in multiple states and maintaining compliance with federal, state, and local employment laws and regulations and accurate records in our employment system. Recommend best practices.
- Maintain knowledge of trends, best practices, regulatory changes, and recent technologies in human resources, talent management, and employment law.
- Ensure that HR policies and procedures continuously meet overall business requirements.
- Various administrative tasks in support of the SBUSA Board of Directors.

## Culture

- Plan and execute company events, meetings, holiday celebrations, recognition awards, and other related activities.
- Serve as a cultural champion responsible for creating and implementing a vision and strategy across the organization that fosters a diverse, equitable and inclusive workplace culture. Champion initiatives that promote a respectful and supportive work environment for all employees.
- Model and promote ShelterBox's core values of integrity, flexibility, participation, and learning. (Learn more here: [Our vision, mission and values - ShelterBox](#)).

## Other

- Collaborate with cross-functional teams and participate in projects to improve systems or efficiencies.



- Take on additional responsibilities as necessary when new business needs arise.

### **Education and Experience:**

- Minimum of 7 years Human Resource Management experience
- Bachelor's degree in Human Resources, Industrial Organizational Psychology, Business Administration, or related field is preferred but not required
- SHRM-CP a plus

### **Minimum Requirements:**

- Ability to act with integrity and professionalism and maintain high confidentiality.
- Advanced knowledge of talent management practices, headcount planning, and employment-related laws and regulations.
- Proficiency with or the ability to quickly learn the organization's HR and talent management systems.
- Familiarity with additional HR Management, Payroll, and Recruitment software is a plus.
- Proficient with Microsoft Office Suite or related software.
- Strong problem-solving skills, a solid ability to take initiative and be proactive, and a strong sense of urgency and accountability.
- Highly self-directed, results-oriented, and able to work at strategic and tactical levels.
- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, networking, and conflict resolution skills. Ability to form solid relationships cross-functionally and to motivate others.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to work on multiple projects simultaneously and prioritize tasks based on demand despite work scope or focus changes.
- Open-minded, collaborative, and team-oriented attitude with the ability to think outside the box for solutions to complex challenges.
- Enthusiasm and aptitude for working in a fast-paced, collaborative environment.
- Flexibility to travel up to 10%.
- Authorization to work in the US without sponsorship.

### **Supervision**

Currently, this role has no direct reports but may supervise team members indirectly.

### **Work Environment**

This job operates primarily in a remote and office environment located at 101 Innovation Pl Santa Barbara, CA 93108. The role routinely uses standard office equipment such as computers, phones, copiers, and fax machines.

### **Physical Requirements:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employee must be able to work hours that exceed 8 hours per day and/or 20 hours per week including



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nights and weekends, especially during peak activity periods as approved by the manager.

- While performing the duties of this job, the employee is regularly required to sit or stand for up to 4 hours at a time; use hands to finger, handle, reach or feel and talk or hear. The employee is sometimes required to bend, lift and occasionally carry items up to 20 pounds. This job often requires climbing staircases as elevators are not present at all locations.
- Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and ability to adjust and focus.
- Must be able to hear and speak effectively in English.

ShelterBox USA provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ShelterBox USA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has remote employees. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Note: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job as they may change at any time with or without notice.