



Happy. Healthy. Family.

People & Culture Manager

REMUNERATION: TBC plus annual profit share (after qualifying period) and benefits (as attached)

BASED: Gloucester, GL2 – Full time 37.5 hours, office based 4 days a week. 1 day working from home.
Flexible.

WHO ARE WE:

We are Lanes Health, a market leading, 4th generation family-owned company in the Natural Healthcare industry, manufacturing, marketing and selling a wide variety of well-known and award-winning brands, such as Olbas Oil, Jakemans, Kalms and ProPlus, to a variety of retail channels across the UK and beyond.

We are continuously striving to ensure Lanes Health is a great place to work and a destination-business for talented people to seek out for employment, whether that be in our head office site in Gloucester or, our Jakemans manufacturing site in Boston, Lincs.

THE ROLE:

This exciting newly created role will focus on building our People & Culture strategy. We seek a strong people champion, who has a love for the healthcare industry and is passionate about fostering a culture of inclusivity, innovation and exceptional performance.

This role will be critical to ensuring that Lanes Health continues to attract and retain top talent, whilst ensuring we are an employer where people feel valued, engaged and can continue to thrive.

As People and Culture Manager, you will define and shape the people programmes for both our Gloucester and Boston sites. You will work closely with the HR Officer at each site, Executive Chairman, and Board of Directors and, will play a pivotal role within our operational management team.

This is a brand-new role for us, offering autonomy for you to shape People & Culture using your expertise. It will be perfect for someone with a strategic mindset, coupled with the ability to roll their sleeves up and get stuff done tactically in an SME environment.

We want you to relish the opportunity to help build on our HR capabilities. Above all, we want you to be at the heart of the Lanes Health family, driving our ambition to become a true employer of choice.

WHAT YOU WILL BE DOING:

You will play a key role in transforming the department and our two part-time HR officers into a forward thinking and innovative People & Culture function - Providing commercially focused and pragmatic generalist and technical HR expertise, to enable the delivery of high and sustained business performance and best practice, through targeted HR interventions. These will include leading and developing cultural and organisational change, talent management, succession planning, recruitment, employee relations, reward & recognition and learning & development.

HR Strategy & Commercial

- Acting as a true business partner to the board and senior leaders, collaborating to align people initiatives with business goals, offering strategic advice and driving impactful decision-making.
- Translating business objectives into people plans, creating actionable people strategies to address workforce needs, enhance engagement, and support organisational growth.
- Shaping and delivering the People & Culture strategy, implementing a strategy aligned with the company's values, focusing on talent, inclusion, and measurable organisational impact.

Employee Engagement and Culture

- Designing and executing a robust culture strategy, developing a comprehensive plan to cultivate a positive, inclusive, and high-performing workplace culture aligned with organizational goals.
- Ensuring the vision and values of the business are championed by colleagues across the business, embedding the company's vision and values into daily operations, fostering alignment and engagement across teams at all levels.
- Helping promote Lanes Health as an employer of choice, leading initiatives that enhance the company's reputation, attract top talent, and position it as a preferred workplace within the industry.
- Managing employee staff surveys, disseminating the results to directors and across the business whilst continuously seeking feedback and taking action.
- Championing internal / external communications with regards to 'people' success stories across the business, showcasing achievements and milestones to celebrate employees, reinforce company culture, and strengthen employer branding.

HR Operations, Compliance and Policies

- Manage and facilitate people operations, including "hands on" recruitment, selection, and the onboarding/offboarding process, contract administration. Monitoring various aspects of an employee's performance, such as attendance and sick leave. Handling any disciplinary processes, investigations, and grievances. Liaising with the company solicitor and insurers to ensure that actions taken and documents /correspondence comply with legal/insurance requirements, including Settlement Agreements/NDA's.
- Maintain the Sage HR system and ensure interfaces with Payroll processing are functional and robust.
- Ensure all people policies are up to date and maintain the Company Handbook.
- Keep us on track with current and forthcoming employment legislation and requirements, ensuring that the company's procedures comply with employment regulations, including but not limited to, the Equal pay act and minimum wage regulations.
- Communicate key Human Resource statistics and metrics in management meetings, presenting relevant data and insights to inform decision-making and track trends.

Talent acquisition and retention

- Driving recruitment programmes, leading initiatives to attract top talent through effective sourcing, selection, and employer branding strategies.
- Raising awareness and educating in the local community of the opportunities available, promoting career prospects and building connections with local talent pools to support recruitment efforts.
- Defining and implementing employee retention schemes, developing programs to boost engagement, satisfaction, and long-term commitment from employees.
- Develop our reward and recognition programmes, creating initiatives that celebrate achievements and reinforce a culture of appreciation.
- Maintain the company benefits handbook to keep our benefits front of mind with colleagues, keeping colleagues informed of available benefits by regularly updating and promoting the handbook.
- Continuously communicate and benchmark salary trends from the industry to the board of directors, to ensure we are competitive in the market

Training and development

- Managing and developing the colleague appraisal process (Personal Development Plans), overseeing the appraisal system to ensure meaningful evaluations and support employee growth through tailored development plans.
- Overall employee performance management, implementing strategies to monitor, assess, and improve performance across all levels of the organisation.
- Develop robust and structured training / coaching plans across the business, including managing under performance, talent development and other succession plans, creating structured programs to address underperformance, nurture talent, and support succession planning for key roles.
- Support line managers and colleagues to perform well in their roles and to contribute to our values of #Integrity #Respect #Courage #Teamwork #Excellence

Personal Qualities

- Qualifications: CIPD qualified (Level 7) and / or a degree in Human Resources or, very similar.

- Significant HR leadership and change management experience gained from similar roles and industries
- Experience in building and defining a People & Culture function and strategy.
- Commercial and operational HR leadership
- Solid knowledge of HR standard processes. Up-to-date knowledge of UK Employment Law and best practice
- Proven success in adding value, improving operational efficiencies and driving people development.
- Team player with strong stakeholder management, communication and interpersonal skills.
- Great communication and interpersonal skills.
- A methodical and organised approach, with outstanding attention to detail
- Hands on, visible and, keen to collaborate and problem solve across the business
- Ability to work with conflicting and evolving priorities.
- The ability to build trusting and effective relationships, work with diplomacy and ability to always handle sensitive and confidential information with discretion.
- A comprehensive understanding of GDPR