JOB DESCRIPTION

Section 1: General information	
Job title:	**People & Culture Partner**
Department:	**People and Culture (P&C)**
Reports to:	**People and Culture Manager**
Line manager responsibility for:	**None**
Version Control:	**V2.0**

Section 2: PenCarrie's story and What are we looking for?

PenCarrie's story:

With 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 4,000 product lines, 80,000 SKU's from over 80 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing around 300 Team PenCarrie Members, each of whom is as passionate about the business as the next.

What are we Looking for:

An experienced People Partner who can provide confident, practical support to all team members across the business. You'll act as a trusted advisor on day-to-day People and Culture matters, offering guidance on employee relations, recruitment, policy, absence, and general people practices.

In this role, you'll help all team members with any queries they may encounter during the employee life cycle ensuring a high-quality, professional service to all. You may be supporting managers to navigate people issues, encourage positive working relationships, and enabling consistent, compliant processes. You'll work closely with the wider People and Culture team to deliver operational excellence, contribute to improvements in our policies, systems and processes, and support the delivery of people initiatives across PenCarrie. It is also expected that this role may support wider projects and support key areas such as Reward and Benefits.

Section 3: Purpose and responsibilities of the role

Main purpose of role:

The purpose of this role is to support managers and team members with timely, practical People and Culture guidance, ensuring fair, consistent and compliant people practices across the business. The People & Culture Partner is the first point of contract for team members and will be critical in supporting core P&C processes, and helping deliver an efficient, professional service to the organisation.

Main responsibilities:

1. To maintain and update HR systems and personal files, conducting file audits as required to ensure files are up to date and legally compliant e.g. Home Office and GDPR. Maintain communications with the P&C team and with managers to support record keeping and information sharing.
2. Provide advice and support to managers and team members on a range of people-related matters, including overseeing HR processes, producing documentation, responding to queries, and escalating complex issues to the P&C Managers where appropriate.
3. Create and maintain relevant documentation and ensure processes are followed in accordance with Flexible working, Absence, changes to terms and conditions, performance and disciplinary issues.
4. Support the recruitment processes and organise recruitment campaigns, including advertising vacancies internally and with agencies, job boards and the company website. Recording/filing/responding to applications and speculative enquiries, recording referrals via the internal referral scheme, recording and

filing applicant details, booking interviews, administering behavioural profiling, preparing interview documentation, attending and note taking during interviews and supporting managers to review and shortlist applications.

5. To conduct starter and leaver processes including offers of employment, contracts, inductions, resignations and exit interviews, processing documentation and providing feedback to managers as required.
6. Support the absence management process including maintaining absence records, preparing and minuting absence meetings, calculating company sick pay, monitoring triggers, coordinating Occupational Health referrals, and escalating complex absence cases where appropriate.
7. Support on probation and performance management processes by sending reminders for meetings and processing associated paperwork.
8. Support the P&C managers and/or line managers with informal and formal HR processes and meetings including note taking at meetings, supporting the collation of documents in alignment to Company policies, overseeing process, conducting investigations and supporting managers with queries in process to ensure legal compliance. This could include absence, maternity, flexible working requests etc.
9. Champion digital ways of working and support managers and team members in the effective adoption of people technologies. Support the implementation, testing and continuous improvement of HR systems, automation and digital solutions to improve efficiency and user experience.
10. Support the ethical and responsible use of digital and AI-enabled tools within People & Culture processes, ensuring fairness, transparency, data security and compliance whilst promoting positive outcomes for candidates, team members and the business.
11. Ensuring compliance to company policies and procedures at all times.
12. Maintain confidentiality at all time and work in accordance with the Genera Data Protection Regulations.
13. To maintain own continuing professional development, keeping up to date with legal changes and relevant HR information.
14. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.

Section 4: Person specification

Knowledge, skills and experience required:

<u>Essential</u>

- Ability to respect and maintain confidentiality at all times.
- Previous experience in an HR, People or Recruitment role providing advice, support and people administration
- Knowledge of employment law, and practical HR knowledge.
- Ability to build and maintain effective working relationships with managers and stakeholders at all levels.
- Strong written and verbal communication skills with the ability to adapt communication style to different audiences.
- Ability to manage multiple priorities and competing deadlines within a fast-paced environment.
- Experience in being able to create, review and deliver updates across the team and open to new ways of working.
- Awareness of inclusive practices and approaches to reducing bias in people decision-making.
- Experience using Microsoft Word including Outlook, Word, Excel and Teams.
- Ability to work on own initiative and follow instruction.

- High levels of attention to detail.
- Passion for fairness, transparency, and embedding good governance in people practices.
- Desire to learn and commitment to ongoing professional development.

Desirable

- Level 3 or 5 CIPD.
- Experience in using Business Intelligence (BI) software.
- Data-driven mindset with experience using HR systems and analytics tools to inform decisions.
- Relationship-building, communication, and coaching skills, with the ability to influence people at all levels.
- Experience of using digital tools, automation or AI-enabled solutions to improve processes and user experience.
- Experience of delivering end-to-end recruitment processes, including screening, interview coordination and onboarding.
- Understanding of the opportunities and risks associated with AI and digital technologies within HR and recruitment.

PenCarrie Values

We're dedicated to customer success

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

We're proud of everything we do

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

We grow responsibly

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities

JOB DESCRIPTION

Section 5: Job description prepared by
Job title: People & Culture Managers **Date: November 2026**