

Head of People & Culture

Job pack
September 2026

Welcome



Thank you for your interest in this role at Turn2us.

By taking your next step with us, you'd be joining an organisation where the work really matters. It matters to the parent who worries about keeping their children warm this winter. It matters to the colleague who falls ill and can no longer work. It matters to those of us who lie awake worrying about mounting bills. It matters to us because none of us should have to face these challenges alone.

We're looking forward to hearing from people who are deeply committed to our vision: a future where everyone in the UK has financial security so they can thrive. We should have enough money to cover the basics, enjoy our lives and plan for the future. We believe this is a basic right everyone should have, regardless of age, race, whether someone is gay, straight, trans, able-bodied, disabled, married or single.

You'd be joining a team who are determined to change the system that affects so many of us. I'm inspired every day by their depth of knowledge and curiosity, their highly competent humility, and their commitment to improving people's lives. From our programmes team, who work relentlessly to help people thrive, to those who create and manage our innovative online tools; our passionate team is determined to create lasting, tangible impact.

One good example of this is our Benefits Calculator. In 2024/2025, over 2.4 million calculations were completed using the tool. We know that 60% of those users (1.5 million) found new benefits they could apply for. Similarly, our new PIP Helper tool, built with people who have experience of claiming Personal Independence Payment (PIP), is helping people navigate a system described as "complex" and "exhausting".

We know that we can't do any of this alone. For our work to make the biggest possible difference, it must be shaped by the voices and insights of people with recent or current experience of financial insecurity – our co-production partners. Their expertise is the golden thread running through all our work: they know the system, and they know what needs to be done to change it. And this collaboration doesn't just happen on an individual level. We build partnerships with trusted, community organisations – deepening our impact and our understanding of what people need to thrive.

We know, too, that this expert, collaborative work is built on a foundation of a strong culture. At Turn2us we strive to create an environment where colleagues look forward to coming to work and feel truly valued for what they do. We should feel encouraged to try new things without fear of failure, but with a commitment to learn from mistakes. We should all be working with a sense of urgency to co-create change, with an understanding that we need to look after ourselves and each other.

Central to this, is creating a diverse and inclusive working environment. We know that Turn2us benefits hugely from colleagues with a range of backgrounds, who enrich our work with valuable, different perspectives and experiences. To nurture this and create an environment where everyone feels safe and seen, we take equity, diversity, inclusion and belonging (EDIB) very seriously. It's embedded in our organisational values and in our guiding principles, owned individually and collectively at all levels of the charity.

To encourage this diversity of thought and experience, we're open to people who would bring transferable skills to this role. Maybe you haven't walked a 'traditional' career path, but you've built the skills to do this role, and do it well. If you can demonstrate a clear commitment to our values and ethos, and a deep personal commitment to our vision, we'd love to hear from you.

Thomas Lawson,
Chief Executive, Turn2us
Chair, Elizabeth Finn Homes

Financial security goes beyond survival

At Turn2us, we see every day how the right support at the right time can transform lives. It can mean having enough money to put food on the table and pay the bills, and the ability to thrive, not just survive. We all need financial security.

Financial security involves having enough money to comfortably cover your monthly expenses, save for your future and, most crucially, recover from financial shocks.

We want to see a society where everyone has the right to financial security. Our ambition to bring about this change forms the backbone of our strategy.

But it's not enough for Turn2us to demand change from a society and economic system at the root of so much financial insecurity for so many of us. We also need to model the change we and many other partners know is needed.

Our previous strategy, which focused on the financial shocks caused by life-changing events, enabled us to build strong foundations for our evolving ambition. We have since strengthened our safeguarding practice and sharpened our focus on equity, diversity, inclusion and belonging (EDIB).

We increased the reach and outcomes of our products and services by co-producing them with people with in-depth experience of the problems we were trying to address.

Over the last three years we have listened to and worked alongside individuals and families who have steered us towards an emphasis on financial security – enabling people to thrive, not just survive.

The growing scale of suffering compels us to increase our focus on challenging an outdated, unfair economic system.

Whilst overhauling the current system will not be straightforward, there is a growing desire across civil society, the commercial sector, and parts of the state to work together to change the status quo so that more people can work together to overcome financial shocks and rebuild the strength and resilience of their communities.

We will join forces with a wide range of partners, facilitating (with others) a broad coalition for change.

As we progress through our strategy, we will take steps towards that goal of designing a fairer economy, working both with UK-wide decision-makers and the people and families at the centre of communities driving change.

At Turn2us, we're well-placed to broaden our reach, deepen our impact and help drive the necessary change.

Join us in building a better future for us all.

About Turn2us



Our vision

Everyone in the UK has financial security so that they can thrive.



Our purpose

Our purpose is to offer support to those of us facing financial shocks and together we will challenge the systems and perceptions that cause financial insecurity.

We do not underestimate the scale of the challenge but we believe working together can achieve real change.



Our values

Financial security for all

It's not acceptable to us that we live in an unjust society where a financial shock becoming a financial crisis is more likely for those already facing barriers to thriving.

Everyone should have access to appropriate rights, resources and support. We actively tackle prejudice and barriers to access.

We face into the causes of financial inequality, challenging the status quo, ourselves and others in doing so.

We believe this is urgent. We will not stand by as another generation grows up without adequate money and the resources to thrive.

Listen, learn and improve

To be effective, we need to deeply understand people's experiences, the financial challenges they face, what's important to them and how best we, and others, can provide support through a financial crisis or shock.

We are on a constant cycle of listening, learning and looking to improve. This gives us confidence in our direction. Listening attentively to people's lived experiences. Learning from all we hear and all we experience. Looking to improve how we support, respond and progress.

We hold ourselves to account and want to be held to account by those we work with and serve. Each and every one of us has our own worth and value. And it is in the spirit of humility and equality that we hear, learn and improve the most.

Together we succeed

We are successful when we collaborate, co-create, partner and work together.

Financial hardship can happen to anyone and for many reasons. Everyone's needs and situation are unique. We make no assumptions, no judgements.

Financial exclusion can be complex and complicated so we must work together with those we serve as well as other partners.

Impatient

We can't rest until financial security is achieved for all. To create change so that people can thrive we need to be proactive, take initiative, create momentum and drive forward with energy, determination and conviction. This sense of urgency is at the heart of our culture and all we do.

How we work

Our three strategic priorities:

Offer high quality information and support. We will be led by people experiencing financial insecurity, the communities we work with and our partners, and our improvement focused evaluation, to develop integrated services people need.

Strengthen communities through place-based programmes. We will develop existing programmes and start new ones, designed by and rooted in communities across the UK. Led by local organisations and people with experience of financial hardship, we will address financial insecurity and economic injustice together.

Help build a fair economy through systems change. Building on our data, insight and learning, we will campaign to build an economy that includes everyone and that we can all contribute to. We will work in partnership to create new systems that build financial security for all.

Our three guiding principles:

Championing equity, diversity, inclusion and belonging (EDIB). We know black, Asian and minoritised ethnic communities, disabled people, women and those from LGBTQIA+ communities, are more likely to experience financial hardship. Being inclusive and creating belonging will be central to the way we run our own organisation, as well as the way in which we design and offer our services.

Upholding human rights. No one should have to choose between heating their home or feeding their children. Our grantmaking, for example, addresses these wrongs and upholds people's rights.

Working for a fair journey to net zero economy. We will explore ways to support a transition to net zero in 2050 that protects people's employment and shares the benefits of a healthier, greener economy.

Our three organisational foundations:

Our culture. We will model the change we want to see across the UK. Our work will be rooted in partnership, respect, humility and mutual support.

Our finances. We will make the best possible use of our assets and investments and ensure they are on a thoroughly ethical footing. We will improve the returns from our care home business, Elizabeth Finn Homes.

Our brand. How we present ourselves and how we are experienced by everyone we meet is crucial for the delivery of this strategy. Our name – Turn2us – is both an invitation to people who need support, and a challenge to those in power, to listen to those voices of experience.

What we do

Turn2us is a national charity offering practical help to people facing financial insecurity. In 2025:



Over **2.1 million people** completed a Turn2us benefits calculation.



1.2 million of Turn2us Benefits Calculator users found new benefits to apply for.



Turn2us made grants worth over a total of **£2.5 million** for almost **1,732 people** in financial need across the UK.



Over **830,000 searches** were completed using the Turn2us Grants Search tool.



Our Turn2us PIP Helper tool has attracted over **513,000** page views.



The cost of financial insecurity



The most recent poverty data reveals a deepening crisis. The Joseph Rowntree Foundation's UK Poverty 2026 report reveals that **21% of the UK population (13.8 million people) lived in poverty in 2023/24**. Critically, poverty has deepened: **48% of those in poverty (6.8 million) now experience 'very deep poverty'** (below 40% of median income after housing costs), the highest rate on record. **Child poverty has risen for three consecutive years to 4.5 million**. Destitution more than doubled between 2017 and 2022, affecting 3.8 million people, while **food insecurity increased by 60% between 2021/22 and 2023/24**. See [JRF UK Poverty 2026: The Essential Guide](#). ↗



UK inflation has continued to soar in recent years, now standing at **3.4% in December 2025**, up from 3.2% in November 2025. Over the period May 2021 to May 2024, **UK consumer prices increased by 20.8% in total**. See [ONS Consumer Price Inflation December 2025](#). ↗



Financial insecurity affects specific groups disproportionately. Research shows those most affected by rising costs are women (81% compared with 73% of men); people with disabilities (82% compared with 75% of non-disabled people); and those with children under five (90% compared with 76% of non-parents). Nationally, **7.0 million UK adults (13%) are behind on at least one household bill**, according to *National Debtline & Money Advice Trust research from March 2025*, with 1.4 million behind on energy, council tax and water bills. See [Money Advice Trust Press Release \(March 2025\)](#). ↗



Fuel poverty remains a critical issue in the UK. According to the *Annual Fuel Poverty Statistics Report 2025*, **2.7 million households in England (11%) were in fuel poverty in 2024**, with projections indicating this will have risen to 2.78 million (11.2%) in 2025. The Department for Energy Security and Net Zero reported that **8.99 million households (36.3%) spent more than 10% of their income on energy in 2024**, up from 8.73 million in 2023. See the [Annual Fuel Poverty Statistics Report 2025](#).



Household debt continues to rise significantly. By March 2025, **average household debt reached £66,892** with credit card debt totalling **£73.2 billion (£2,579 per household)**. Citizens Advice reports over half of specialist debt clients now spend more than they earn, with **average debts of £10,000 per household** (up 24% since 2019). Household bill debts averaged **£2,875 per client in 2024**, up from **£2,194 in 2022**. See [Citizens Advice National Red Index 2025](#). ↗



Ethnic inequalities in poverty remain stark. Recent JRF data shows **around half of people in Pakistani (51%) and Bangladeshi (53%) households are in poverty** after housing costs. **Black and minority ethnic people are 2.5 times more likely to be in poverty than white people**, with the poverty rate for **Black people at 39% in 2023/24**, compared to 18% for white people. In fuel poverty, **15% of Black households were affected in 2024** — the highest rate of all ethnic groups. See [JRF UK Poverty 2026](#), [Runnymede Trust's Falling Faster report](#), [Health Foundation analysis](#), and [GOV.UK Ethnicity Facts and Figures](#).

Our timeline

1897

Elizabeth Finn founds the Distressed Gentlefolks' Aid Association at the age of 72.

1904

The charity receives its first legacy from founding Chairman, **Colonel William Knolly**, of £450, which is £40,000 today.

1948

Shortly after the Second World War, there's a shortage of care homes for older people.

The charity buys a home in Surrey as well as two other care homes the next year.

1965

The charity opens its first care home in the North of England, Hampden House, which was also the first purpose built care home in Harrogate.

1999

Times are changing. Following talks with supporters, the charity changes its name from the Distressed Gentlefolks' Aid Association to the Elizabeth Finn Trust in honour of our founder.

2007

The number of people coming to us for help is increasing so we create a new service called Turn2us.

The service sets up a website and helpline to help people in financial hardship to access welfare benefits, charitable grants and other financial help, and trains volunteers, advisers and caseworkers to help those who need further support.

2008

Elizabeth Finn Care wins the **2008 Third Sector Award for Innovation in Grant Making**.

2009

Turn2us is formally reintegrated with its parent charity, Elizabeth Finn Care.

The Charity reaches a major landmark as it has given away a total of **£130,000,000** in direct grants since its foundation.

2010

Elizabeth Finn Care wins a competitive bid from the City of Edinburgh Council to consolidate **35 poverty-related funds** into The Edinburgh Trust, a charitable fund for the people of Edinburgh.

Our timeline

2011

The Turn2us service grows in size with over five million people in financial difficulty using the service – this includes **over 100,000 calls** to the helpline since its foundation.

2012

The Turn2us online service receives the accolade of a **Nominet Internet Award** for being one of the best online charity initiatives in the UK.

2012

The work of Elizabeth Finn Care continues to grow with over **350 volunteers** providing face-to-face support to those seeking our help.

2013

Turn2us launches a new **Benefits Calculator** to take into account the greatest ever overhaul of the benefits system.

2015

We integrate all of our activities under the name **Turn2us**.

This is to help us make the biggest impact we can for people experiencing tough times.

We continue to give direct grants to people and their families under the name Elizabeth Finn Fund and The Edinburgh Trust.

2017

Turn2us launches the Response Fund to help people who have had a life-changing event in the last 12 months that has left them struggling financially.

2020

The charity launches its new purpose and three year strategy.

This coincides with the coronavirus outbreak and subsequent lockdown, which we respond to by raising over £2.4 million and awarding a record **£1.3 million in crisis grants** within just three months.

2022

125th Anniversary of Turn2us.

2023

Launch of the new Turn2us 2023-28 strategy 'Tackling Financial Insecurity Together'.

Matthew's story

“We try and cut back where we can over the school holidays because we aren't able to afford to go anywhere. Sometimes it feels like we are failing our children because we can't afford to take them on days out when on paper we have 'good jobs'.”

Matthew,
Turn2us service user



Matthew, Turn2us service user.

We are a single income household, my wife is training to be a nurse and I am a recently qualified teacher, we have two children. Our rent has increased, gas and electric has gone through the roof, fuel costs for us to travel to work keep going up.

I never thought we'd be in this position but I got in touch with a Turn2us adviser who gave me the confidence to apply for more universal credit and showed me how to use the benefits calculator – and they also offered an understanding ear.

I think more people should speak up about their experience, so many people must feel alone just like we did. This is why I have been helping Turn2us with media interviews and telling our story in different ways, for example telling our family story as a graphic in The Big Issue.

Finding different platforms to speak about being in work and still struggling helps get the message across that anyone can struggle, it's not our fault, but there is help out there.

From your hiring manager



So people can build financial sustainability and thrive, Turn2us gives people the information and support they need in the face of life changing events, and collaborates to tackle the causes and symptoms of poverty.

Unexpected illness, job loss or relationship breakdown can turn any of our lives upside down, leading to loss of income, increased costs, loss of housing, and financial crisis for any of us and our families. Around 14.4 million people live in poverty in the UK including, shamefully, 4.5 million children.

We are here to end the crippling impact of financial shocks. Turn2us offers support by making grants to people and families, highlighting ways to reduce essential costs, and information so people can increase their income through welfare benefits, other charities' grants and other support. No one in the UK should live in poverty.

We are looking for a **Head of People and Culture** who will help shape an environment where our people feel empowered, valued, and connected to that mission. This is an exciting opportunity to lead a passionate, talented team committed to embedding equity, inclusion and wellbeing across everything we do. You will play a key role in strengthening our organisational culture, supporting leadership capability, and ensuring that Turn2us remains a place where people can bring their whole selves to work and thrive.

If you share our belief that people are at the heart of meaningful change and have the drive to lead people-centred transformation in a purpose-driven organisation, we'd love to hear from you.

We are more interested in your potential than we are in a perfect career or education. We want to recruit so we can build a strong, high performing leadership team full of complementary experiences and strengths, not a group of people with the same perspectives.

This pack provides information about our work, structure and our strategic plans for the future. You will also find specific details for this role and information on how to apply.

We would love to hear from you.

Marcia Bluck,
Director of People, Culture & Governance

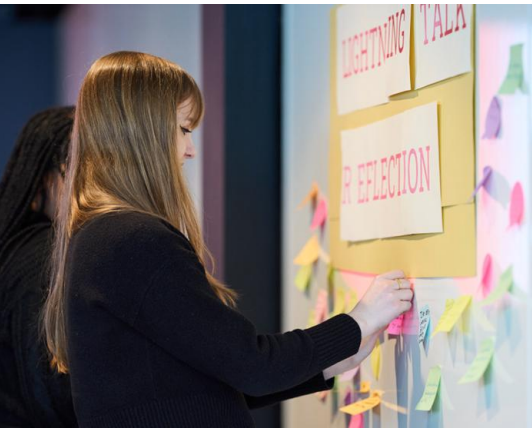
Meet the team

Director of people, culture & governance Marcia at a Turn2us workshop.



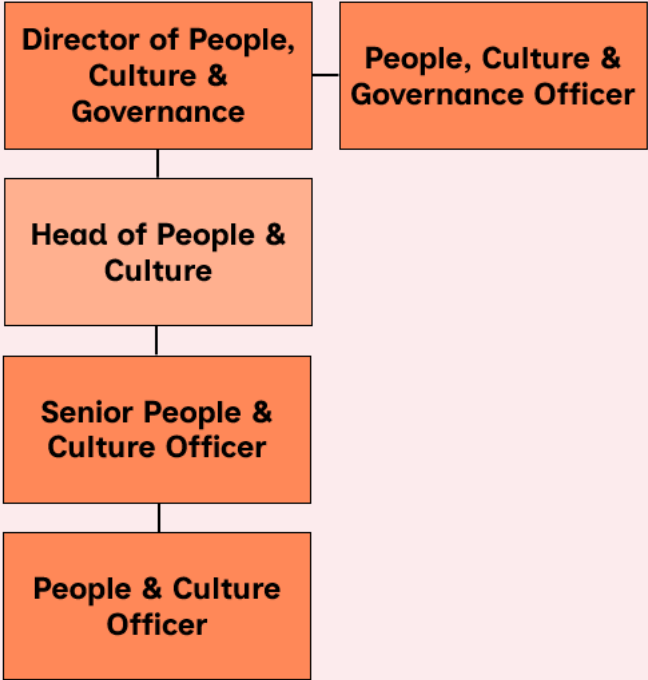
"I've been working in the People & Culture Team for 3 years, and I've really enjoyed so many aspects of my role - particularly collaborating with staff across the whole organisation and getting to be involved in lots of varying projects, that have taught me different skills. I've really benefitted from being part of such a friendly, insightful, creative and supportive team!"

Sophie, Senior People & Culture Officer



Senior People & culture officer Sophie at a Turn2us workshop.

People & Culture Team (People, Culture & Governance Directorate)



Job description

Head of People & Culture

Job title:	Head of People & Culture
Department:	People & Culture Team, People, Culture & Governance Directorate
Reports to:	Director of People, Culture & Governance
Direct Reports:	Senior People & Culture Officer
Location:	Hybrid: Turn2us London Hub (Farringdon) & homeworking
Contract type:	Full-time, permanent

Purpose of role

Working closely with the Director of People, Culture and Governance, you'll play a key role in shaping and bringing our people approaches to life. You'll lead a compassionate, proactive and forward-thinking People & Culture team that champions inclusion, wellbeing and belonging across Turn2us. Together, you'll help us attract, support and develop talented people, equipping and working alongside our staff and co-production partners in service of our mission of financial security for all. Through your leadership, you'll nurture a culture where everyone feels valued, empowered and connected to our purpose.

Key responsibilities and accountabilities

- 1. Lead and support the People and Culture team with compassionate and strategic leadership, creating an environment where everyone can thrive and contribute their best work.**
- 2. Champion equity, diversity, inclusion and belonging (EDIB), anti-racism and safeguarding, embedding equitable, values-led recruitment, co-production and socio-economic inclusion across all people practices.**
- 3. Strengthen and embed the Turn2us culture, working collaboratively across teams to nurture belonging, engagement, trust and alignment with our mission and values.**

- 4. Develop and deliver progressive people policies, learning opportunities and wellbeing initiatives that are inclusive, legally compliant and enable everyone to grow and feel supported.**
- 5. Ensure transparency and fairness in remuneration, job evaluation and employee relations, promoting open, respectful communication and equitable outcomes for all.**
- 6. Use data-driven insights and innovative approaches to enhance HR systems, people analytics, payroll and HR operations, including leading the implementation of a new HRIS system, supporting effective decision-making, continuous improvement, organisational change and compliance.**
- 7. Oversee the complete employee cycle including advising on employee relations.**

Duties

- 1. Lead and support the People & Culture team:**
 - Provide compassionate, strategic leadership that empowers the team to deliver an excellent, people-centred service.
 - Foster collaboration, learning and accountability, aligning priorities with the charity's strategic goals.

2. Champion equity, diversity, inclusion and belonging (EDIB), anti-racism and safeguarding:

- Embed equitable, values-led recruitment and co-production in all people practices.
- Drive measurable progress on EDIB, socio-economic inclusion and safer recruitment through proactive leadership and accountability.

3. Strengthen and embed the Turn2us culture:

- Work collaboratively across teams to nurture belonging, engagement and trust.
- Create opportunities for staff voice and shared learning, ensuring our culture reflects and advances our mission and values.
- Work closely with the Director of People, Culture and Governance to deliver the Strengthening Culture work, and overall people strategy.

4. Develop and deliver progressive people policies, learning and wellbeing initiatives:

- Ensure policies are inclusive, legally compliant and forward-thinking.
- Deliver learning and wellbeing frameworks that support growth, inclusion and a thriving, healthy workplace.
- Oversee health and safety compliance, ensuring the organisation maintains high standards of workplace safety, risk management and wellbeing.

5. Ensure transparency and fairness in remuneration and employee relations:

- Oversee fair pay, job evaluation and people processes that promote trust and equity.
- Support open, respectful communication and restorative approaches to resolving issues.
- Undertake regular salary benchmarking, analyse pay data to identify trends, and produce the annual Gender & Ethnicity Pay Gap report, providing insights and recommendations to senior leadership and trustees.

6. Use data-driven insights and innovation to enhance people practices:

- Leverage HR systems, payroll processes and people analytics to inform strategic decisions, support organisational change and drive continuous improvement.
- Lead the implementation of a new HRIS system, ensuring it strengthens people processes, improves reporting and supports effective, compliant HR operations.
- Apply innovative, evidence-based approaches that strengthen engagement, compliance and organisational effectiveness.
- Design and deliver periodic workforce data reports on turnover, diversity and other key metrics, interpreting findings to identify opportunities for improvement.
- Support the organisations strategic direction through periods of organisational change, ensuring People & Culture systems, processes and practises are designed to enable effective change.

7. Oversee the complete employee cycle including advising on employee relations:

- Lead the work of the team around the employee cycle, creating robust reporting and tracking systems.
- Produce reports to the Director of People, Culture and Governance in their role as board and executive advisor.

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the charity. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change.

At Turn2us, we are committed to protecting personnel, children, adults, and service users from any harm arising from each other, themselves, our activities, or organisational failings whilst in contact with us. The post holder will be required to follow the safeguarding policy and will be responsible for integrating safeguarding into all aspects of their work.

The post holder will be expected to ensure that their work complies with contractual terms and conditions, the Charity's policies and procedures and key legislation, such as data protection and charity law.

Person specification

Head of People & Culture

Experience

We recruit for potential, not perfection — you may have gained your experience in different roles or sectors.

- Strong experience of employee relations and partnering with managers across the organisation.
- Experience of leading or contributing to culture-strengthening, people-centred change or inclusion initiatives.
- Proven track record of developing or implementing inclusive people policies, processes and learning frameworks.
- Experience of using HR systems and data to generate insight and support evidence-based decision-making.
- Experience of fostering positive employee relations and promoting wellbeing and engagement.

Desirable:

- Lived experience of financial hardship, or a strong personal understanding of the barriers faced by people experiencing financial insecurity.
- Experience of working in or alongside the charity or social justice sector.

Skills

- Strong leadership and people management skills, with the ability to inspire confidence, collaboration and compassion.
- Excellent communication and influencing skills, able to build trust and credibility across all levels of the organisation.
- Skilled in developing and implementing practical, data-informed people solutions that drive engagement, inclusion and performance.
- Confident in managing change and supporting others through cultural and organisational development.
- Ability to balance strategic thinking with hands-on delivery, adapting quickly to new challenges and opportunities.

Knowledge

- Up-to-date understanding of UK employment law, HR best practice and safeguarding requirements.
- Deep understanding of equity, diversity, inclusion and belonging (EDIB) and anti-racist practice, including how to translate these principles into tangible actions.
- Awareness of the social justice and charity context, particularly issues related to poverty, financial insecurity and lived experience.
- Knowledge of people analytics and the use of data to inform and evaluate people strategies and culture initiatives.
- CIPD Level 5 and above or relevant experience.

Personal Attributes

- Passionate about the Turn2us mission of financial security for all and committed to co-production and partnership working.
- Values-led, compassionate and approachable, with a deep respect for equity, diversity, inclusion and belonging and lived experience.
- Curious, reflective and open to learning, able to challenge constructively and listen deeply.
- Innovative and forward-thinking, bringing creativity and evidence-based insight to people practices.
- Trusted colleague and leader who models integrity, kindness and accountability in all interactions.

Turn2us is fully committed to equity, diversity and inclusion in our sector. We want this to be reflected in the diversity of the people who work for us and we are interested in applications from people from varied backgrounds.

How to apply

If you are interested in applying, please click on this [Link](#) which will take you to our Applied platform, which supports Turn2us to recruit people free of bias. As part of the application process, you will be asked to complete some questions which are linked to the requirements of the role. These will be blind-reviewed, and the scoring of these will determine whether you move forward in the process.

You will also be asked to submit personal details including diversity data. All diversity data will be treated as confidential. Those involved in the selection process will NOT have access to it. The information given by candidates will be solely used for the purpose of improving the recruitment process.

Turn2us is an equal opportunities employer and welcomes applications from members of all communities. It is committed to equality of opportunity, inclusion and diversity. We encourage and welcome applications from all parts of the community regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Turn2us particularly welcomes applications from those who have had experience of poverty themselves or of tackling poverty.

At Turn2us, we are committed to protecting personnel, children, adults, and service users from any harm arising from each other, themselves, our activities, or organisational failings whilst in contact with us. More information on our safeguarding policy can be found on our website.

Please let us know if you will require any reasonable adjustments should you be called for an interview.

Please note that all job offers are subject to 2 – 3 satisfactory references and a disclosure satisfactory to Turn2us from the Disclosure & Barring Service (DBS).

[Please read our privacy policy here.](#)

Noemi, Turn2us service user



Interviews & Adjustments

What to expect from an interview at Turn2us



A first-round interview will typically last around 45 minutes, and will take place online, over Microsoft Teams.

We will send you a list of the interview panel members in advance, as well as a list of the areas that will be covered by the interview questions.

We'll ask you a set series of questions, and there will also be time at the end for you to ask us any questions you have about the role.

Some roles may also require a task to be completed in advance or during the interview; your interview confirmation email will provide all the details on this.

During the interview, it's fine to ask the panel to repeat a question, or to take a moment or two to think before answering.

We want you to feel as comfortable as possible during the interview so please don't worry about your background interview space - we know this can be a challenge with remote working!

Second-round interviews take place in-person, either at the Turn2us London Hub or the Turn2us Edinburgh Hub. The second interview is meant to be an informal conversation between you and the interview panel to see if the fit is right on both ends, so we will not share interview questions in advance of this.

How to prepare for an interview



Make sure you have access to the internet, a working webcam, and a computer or headphones with a microphone.

Prepare well – read about the role you applied for and Turn2us before you sit down for your interview.

Consider how your values fit with Turn2us' purpose, and bring this to life in your answers.

Think of examples of when you've demonstrated the behaviour or skills needed for this role in a previous role or in your personal life.

Prepare any questions you have for the panel ahead of time.

Questions you ask the panel aren't scored as part of the interview so make sure you're asking questions that will help you decide whether the role is right for you.

Reasonable adjustments



If you are invited to an interview, and you have a disability or long-term health condition, please let us know if there is anything we can do or should have in mind to help you participate in the interview.

Please inform us of your reasonable adjustment needs when filling out your application, and/or if you are invited to a first interview.

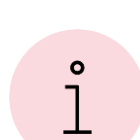
This information will be shared with the interview panel to ensure appropriate adjustments are made.

We're very happy to make adjustments to ensure any accessibility requirements are met.

Examples of reasonable adjustments we can provide include:

- Sending you this job pack in a Microsoft PowerPoint or Word format.
- Sending you the full interview questions in advance, instead of interview question areas.
- Copying the interview questions into the Microsoft Teams chat during your interview.
- Turning on captioning during your interview.
- Giving you more time to complete a task during your interview.
- Changing the interview location to accommodate accessibility needs.

Things to remember during the interview



Relax and take time to think about a question before you answer it.

Ask for clarification if you don't understand a question.

We won't ask you trick questions or try to 'catch you out'. All the questions we ask you will be relevant to the job.

If you have any technical problems during the interview, let us know.

If you cannot attend any of the offered interview slots, please let us know – please note we cannot guarantee we will be able to provide an alternative slot, but we will try our best to!

Staff Benefits

To read the full list of benefits of working at Turn2us, please visit the jobs page of our website [linked here ↗](#).

Annual Leave

- If you join us at Turn2us, you will start on 25 days annual leave per annum (pro-rata for part time workers). Each year on the month you joined, you will receive an additional day of leave up to a maximum of 30 days. On top of this you will receive bank holidays.

Volunteer Days

- The charity offers 2 volunteering days per year to allow staff to gain experiences and skills outside of work. Examples could include volunteering at a food bank, helping in a school or becoming a trustee at another organisation.

Employee Support

- Confidential counselling line provided through our employer's liability insurance policy with Ecclesiastical.

Flexible Working

- We offer flexible working patterns, both in terms of hours and remote working. Please note that all employees are required to work from the office a minimum of 4 days a month on a weekly basis. Some roles may be required to be in the office more often than this and this will be agreed with the hiring manager upon starting at Turn2us.

Commitment to diversity & inclusion

We welcome applications from anyone regardless of their age, experience, disability, ethnicity, heritage, sexuality, gender and socio-economic background. We particularly welcome applications from black, Asian, and minority ethnic candidates, disabled candidates and trans people, as these groups are underrepresented within our organisation.

Turn2us is deeply committed to inclusive working practices, so during the application process we commit to:

- Making any reasonable adjustments.
- Providing this job pack in a Word document format on request, for anyone who finds Word documents more accessible.
- Sharing interview questions or areas of discussion ahead of interviews.



Group head of IT Sophia, and grant search product owner Christelle.

Contact us:
recruitment@turn2us.org.uk
www.turn2us.org.uk



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