



Job Description

Title:	Human Resources Manager
Accountable to:	CEO
Responsible for:	Day to day HR function for the charity, Senior Administrator
Location:	Link National Office, Leamington Spa. The role is office based, however there will be occasional travel required to meet with field staff and teams
Contract Type:	Permanent
Working Hours:	Full Time – 35hrs per week
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 2 years' service, Paid mileage for travel to locations other than base location.

Main purposes of the job:

- Develop, implement and monitor HR strategies and initiatives aligned with both the Central Services and overall Business strategy
- Provide HR advisory support and advice for all Life employees
- Bridge management and employee relations by addressing departmental demand and need
- Support current and future business needs through development, engagement, motivation and preservation of people investment
- Oversee and manage both performance and absence management systems, processes and caseloads
- Partner with members of the Senior Leadership Team to project manage organisational and procedural changes within their business area
- Form strong relations with the management team to be able to challenge and coach in a high performance environment

Key achievement areas:

Recruitment

- 1) Manage all recruitment needs for Life, including implementing and continually developing a robust recruitment process in line with safer recruitment needs
- 2) Oversee day to day management of the recruitment process, including review and development of job descriptions, advertising, application processing, assisting in recruitment shortlisting and competency based interviewing and selection of appropriate candidates accordingly.
- 3) Creating and continually improving offer letters, contracts of employment and starter paperwork whilst managing timely distribution of such documentation.

- 4) Ensuring all reference checking, relevant ID and employee documentation is received on or before date of employment

Training & Development:

- 1) Establish and maintain appropriate systems for identifying, planning and measuring learning and development needs
- 2) Liaise with managers to understand all necessary aspects of their and their teams learning and development needs, and to ensure they are fully informed of organisational learning and development objectives.
- 3) Succession plan to ensure training is aligned with organisational need
- 4) Develop training and communication materials to support learning and development needs.
- 5) Ensure training activities meet and integrate with organisational strategy and policy
- 6) Manage the delivery of organisational induction in conjunction with managers
- 7) Manage and develop the performance appraisal system that drives effective development and embeds organisational values.

Salaries/Payroll

- 1) Responsible for the co-ordination of the monthly payroll process
- 2) Manage the collation of payroll information and the production of monthly salary documentation to be used for monthly payroll service
- 3) Responsible for dealing with all salary queries from all staff and line managers

Pension

- 1) Manage and collate all pension information for staff
- 2) To ensure Life is working in line with legislation as set out with the Works and Pension guidelines.
- 3) Manage the 3 years auto enrolment requirement to ensure that we are compliant within the regulations as set out per the via the Pensions Act 2008 and the subsequent Pension Reform Act 2013.

Employee Welfare and Wellbeing

- 1) Oversee and manage all aspect of maternity, paternity, adoption, parental and unpaid leave and oversee re-integration
- 2) Assist with a whole range of employee relation issues as and when they arise
- 3) Having a through understand of HR law in particularly relating to contracts, terms and conditions, discrimination, maternity/paternity, dismissal processes, grievances etc.

- 4) Management of dismissal, grievance and redundancy issues
- 5) Nurture a positive working environment
- 6) Implement workplace safety procedures and execute best practices to manage risk
- 7) Develop and implement best work parties in relation to Mental Health and Wellbeing including Menopause Awareness.
- 8) To facilitate as a mediator when required to try and resolve employee grievances
- 9) To deliver and report on an annual employee engagement survey to ensure feedback from employees is collated and interpreted correctly to help improve organisation and employee engagement.

Policies and Procedures

- 1) Knowledge and understanding of all the charities policies and procedures in order to provide advice and support to staff
- 2) Review and development of all policies in relation to Human Resources

Other:

- 1) Keep up to date with HR legislation by researching and attending necessary events and training before providing updates to relevant persons.
- 2) Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.

- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We're with you and for you
 - Community – We're better together
 - Charity – Doing good for one another
 - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: HR Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Leadership		
Skilled at building and motivating teams committed to the vision mission and values of the Charity	✓	
Possessing the authority, presence and integrity to command respect from colleagues within the Charity, and from external contacts.	✓	
Strategic Ability / Innovation		
Ability to develop and implement new quality service initiatives to achieve continuous improvement.	✓	
Ability to inspire, motivate and develop staff at all levels	✓	
Experience / Knowledge / Qualifications		
Proven track record as a HR generalist, preferably in a senior role.	✓	
Educated to degree level or equivalent relevant profession qualification i.e. CIH, CIPD or Management	✓	
Computer literate, with knowledge of Microsoft Office 365 and other systems	✓	
Understanding and experience of promoting equality in employment and service delivery	✓	
Knowledge of employment law	✓	
A confident, independent and effective decision maker	✓	
Resilient and robust with a positive outlook.	✓	
Dynamic and energetic personality with a high degree of personal drive, with the ability of delivery results to tight deadlines and under pressure.	✓	
Ability to interpret relevant information, analyse complex data, review alternate solutions and come to speedy well-informed conclusions.	✓	
Communication		
Strong presentational skills and ability to promote the Charity to a wide range of individuals	✓	
Communicates effectively and openly at all levels	✓	
Excellent written and verbal communication skills	✓	
Personal		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	

Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only		
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