



Job Description

Position: Human Resources Manager
Location: Central Office, London
Reports to: Chief Executive

Main Purpose Statement

- To ensure that a proactive and professional Human Resources management service is delivered, is accessible and is provided for all staff and management.
- To audit Homes and Projects to ensure that HR issues are managed effectively and to provide advice and support both to line management and the central management team, in the furtherance of HR management best practice.
- To develop good working links and relationships with the other Central Office Departments in order to ensure that the HR function is part of an integrated Central Office Management team.

Key Internal Relationships

- Chief Executive and all members of the senior management team
- Home/Project Managers and their teams
- HR Officer/HR Assistant
- All Central Team Managers and their teams
- Board of Trustees

Key External Relationships

- CIPD
- Other professional HR networks and professional bodies
- Pension & Life Assurance Scheme key contact

Key Accountabilities

Recruitment and Selection

- To understand the role of all posts within the organisation; to develop a level of understanding of the demands that each role makes of an employee
- To update and review as necessary recruitment and selection procedures and to make recommendations for improvement
- To draft, update or review job descriptions and person specifications on an ongoing basis
- To plan all resource requirements for the organisation; identifying effective recruitment methods and find new initiatives to develop recruitment plans; advertising/shortlisting/interviewing candidates and handling all processes through to engagement of personnel

- To ensure that all documentation relating to any appointment and initial employment is issued\obtained within agreed timescales
- To collect and monitor equal opportunities information and to provide statistics and other information as required
- To co-ordinate induction training; to participate in training where appropriate, to ensure all staff are inducted into the organisation and that further training, as required, is planned and undertaken
- Develop and implement a new competency based recruitment process

Staff Training & Development

- To review staff appraisals in order to identify development opportunities and to determine how these should be met
- Work closely with the Learning and Development Manager to develop skills of staff

HR Policy and Procedures

- To draft and review in link with legislation changes all key HR policies and procedures
- To review as necessary 2Care's terms and conditions of employment, employment procedures and guidelines and to make recommendations for improvement as appropriate
- To provide advice on terms and conditions of employment, benefits, procedures and employment legislation and undertake benchmarking surveys
- To ensure that personnel related procedures and guidelines are communicated effectively to all levels of the organisation
- To coach and provide guidance to line Managers and Project Managers with their day to day employee related issues or concerns
- To assist Managers and Project Managers to manage absenteeism rates
- To represent 2Care on staffing related issues to employees, at tender meetings
- To undertake formal investigations into potential grievance or disciplinary issues as requested; to ensure that all procedures are followed correctly and formal records of such are kept on file
- To ensure that all staff are aware of their benefits under the Pension & Life Assurance Scheme and to act as the Administrator for 2Care's scheme
- To conduct grievance hearings or disciplinary hearings as requested
- Build closely relationships with the Operation Department and liaise with them as when required (e.g. notify membership bodies as appropriate (e.g. the UKCC) when concerns regarding a professionally qualified member of staff arise)
- To ensure that monthly payroll amendments are submitted to the Finance Department appropriately and that employee queries are responded to in a timely manner
- To carry out exit interviews and to collate information and recommendations for review by the Chief Executive on a quarterly basis
- To monitor staff turnover and produce statistical data as required

Diversity

- To ensure that 2Care has an up-to-date diversity strategy, to research and make recommendations regarding best practice and legislation.

Management Responsibility

- To manage the HR Officer and HR Assistant's workload on a day to day basis
- Ensure that HR Department delivers a good service and is customer focus at all times
- Design and ensure the implementation of the Workforce Strategy

Quality Audit

- To visit the Homes and Projects on a regular basis to ensure that Personnel standards are being maintained
- To ensure that ISO Procedures are complied with at all times
- To participate in HR led projects as and when required

Ad Hoc Duties

- To carry the bleep for on-call duties
- To undertake any other duties appropriate to the post
- To attend monthly Central Office meetings

Flexibility

- Willing to travel nationally which may involve working outside of contractual hours and at short notice.

Benefits

Starting salary:	circa £40k
Annual salary review:	1 April
Hours of work:	37.5 per week
Annual leave entitlement:	25 days holidays per annum
Benefits:	First rate life assurance cover, 3 times annual salary
Pension scheme:	Company pension after 12 months service (<i>final salary scheme</i>)