



Person Specification

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

Experience should be comprehensively outlined as part of the supporting statement.

Essential

- Skilled and competent interviewing skills
- Good coaching and mentoring skills
- Ability to set SMART objectives, multi task; prioritise and deliver on time
- Good ability to handle difficult situations and heavy workload
- A solution-focused and creative approach to problem solving
- Customer focused
- Excellent "active listening" skills
- A 'can-do' attitude towards tasks
- Good presentation skills both formal and informal
- Numerate and financially aware, able to produce reports and statistics as required
- Open style communicator with the ability to communicate at all levels in an organisation
- Good ambassadorial and diplomatic skills
- A persuasive negotiator
- Good personal presentation and high level of professionalism

Knowledge

- Sound working knowledge of relevant and up to date employment law legislation and practice
- Extensive knowledge of policies and procedures related to the HR Function
- Up to date knowledge of recruitment and staff retention models/methods and practice
- A good understanding of Grievance and Disciplinary matters

Experience

- Previous experience within a generalist HR function
- Competent PC skills; able to draft own correspondence

Qualifications

- Graduate of the Chartered Institute of Personnel and Development (CIPD) or equivalent

Desirable

- Experience of Policy drafting
- Experience of computerized personnel systems