

## Role Profile

Overview	
Role	HR Manager
Main Purpose	To develop and implement HR strategies and initiatives aligned with the overall business strategy in ways that nurture a positive working environment and promote the organisation's values.
Department	Operations
Location	Head Office, Manchester
Reporting To	International Operations Director
Main Duties	
<ul style="list-style-type: none"> <li>• Develop, implement and monitor overall HR strategies, systems, tactics and procedures across the organisation</li> <li>• Nurture a positive working environment by promoting the organisation's values and shaping a positive culture</li> <li>• Manage and support the recruitment and selection process</li> <li>• Advise managers on the terms and conditions of employment and share best practice</li> <li>• Manage new employee onboarding</li> <li>• Develop a performance supervision and appraisal process that drives high performance</li> <li>• Provide decision support to senior managers through regular reporting and HR metrics</li> <li>• Provide first line advice on current and existing compensation and benefits for employees</li> <li>• Promote a culture of continuous learning through an effective learning and development policy</li> <li>• Develop a range of HR related training resources that meets need assessed in line with operational requirements</li> <li>• Manage talent and succession planning (incl. discussing employees' career development paths with managers)</li> <li>• Design and implement policies and practices that promote a healthy work environment</li> <li>• Ensure legal compliance throughout human resource management</li> <li>• Manage complex employee relations issues including dispute resolution, disciplinarys, grievances, absence and redundancy</li> <li>• Support change management processes</li> </ul>	
Key Result Areas	
<ul style="list-style-type: none"> <li>• <b>Talent acquisition</b> – attracting and acquiring the right talents on a timely basis</li> <li>• <b>Capability building</b> – creating a talent pipeline and a succession planning process to ensure continuity and growth</li> <li>• <b>People engagement</b> – ensuring employees continue to produce work at a level that contributes to the organisation achieving its goals</li> <li>• <b>Compensation &amp; benefits</b> – ensuring the organisation remains competitive with the rewards it offers its employees</li> </ul>	

- **HR excellence** - ensuring the HR function operates to the highest standards providing an excellent experience for all existing (and prospective) employees

#### Soft Skills

- Outstanding communication skills
- Active listening, negotiation and presentation skills
- Exceptional organisation/time-management
- Leadership capabilities
- Proactive team player with strong customer service and problem solving skills
- Ability to support line managers through change
- Ability to maintain confidentiality and act with tact and discretion
- Self-motivated and able to work under own autonomy or as part of a team
- Ability to foster healthy employee relations
- Competence to build and effectively manage interpersonal relationships at all levels of the organisation

#### Technical Skills

- In-depth knowledge of HR best practices
- Sound knowledge of employment legislation and its application
- Hands-on experience with HR software systems (including HRIS, recruitment and ATS)
- Demonstrable experience with HR metrics
- IT literate

#### Experience & Education

- Proven HR generalist experience of 3-5 years (essential)
- BSc degree in Human Resources Management desirable (or degree in other relevant subjects (e.g. Business Studies, Employment Law etc.) or CIPD minimum Level 5 if willing to study to Level 7)
- Experience of charitable sector desirable