**What’s it all about**

**> People Directorate > Human Resources**

**HR Manager**

Leading a team of HR Advisers and Service Officers, working closely in partnership with the wider HR team, you will provide an effective, consistent and customer focused HR employee relations, first line advice, information, administration and support service across all HR/people activities and support the drive for high performance, manager capability and self-service.

**How you’ll make a difference**

You will influence and challenge through your team’s provision of timely, consistent and excellent administrative services and expert advice and guidance on first line, employee relations and change management strategies, utilising core HR policies, procedures and processes as required. This will cover coaching, process streamlining and standardisation, whilst managing risk with the aim to increase people manager’s capability and deliver on customer and business needs to provide an excellent service to our residents.

**How you’ll do it**

* You will report to the Head of HR Operations and manage a team to ensure great customer, new starter, employee and manager experience, successfully meeting all compliance and KPI standards and effecting the smooth running of the related processes, and support services across all HR/people activities. This includes the provision of expert, legal and procedural advice and challenge, working to a culture of continuous improvement and ‘first contact resolution’ where applicable.
* You and your team will work to established SLAs with meticulous attention to detail, accuracy and quality of advice and coach HR colleagues and managers on HR administrative and first line advice matters supporting their resolution, as well as on complex ER cases (including ACAS conciliation, settlements, dispute resolution and employment tribunal cases), to enable managers to manage their people effectively.
* You will hold an overview of ER casework and change management activity across NHG. Taking a balanced risk management and value for money approach you will analyse and report on ER data, identifying trends, root causes and future business needs. You will assist HR colleagues to work with their business areas, drive consistency and practical delivery whilst striving for a range of options, pragmatic solutions and quality of outcomes in accordance with NHG policy, good practice, relevant employment legislation and case law, so that lessons are learnt, recommendations are followed through.
* Working with the HR compliance manager and other HR team members you will ensure the timely and accurate data instruction, filing, input and checking for all administration, payroll and establishment reporting purposes. Monitoring and undertaking regular audits and quality reviews, ensuring high quality of data, written communication and advice provision and keeping records of errors and taking appropriate action to ensure compliance with all regulatory and legal obligations.
* Involving the HR Policy specialist as required, you will work on service improvement including policy development, lessons learnt and deliver on strategies, improved tools, new ways of working, training and other interventions to support managers and others in their people management activities and ensure technology is optimised
* You will work with other HR management colleagues to understand workflows, demands and resource requirements to ensure our team’s work is effectively planned and delivered to meet all HR/people activity requirements.
* You will assist with advice, administration and support to HR colleagues on complex organisational changes and associated projects, whilst also managing and supporting the business with some change/TUPE and related projects. You will also ensure SARS are appropriately managed and your team will support on some recruitment if required.
* Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
* Hybrid arrangements - at least three days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

**All about you**

**Behaviours for success**

Our values set out what we stand for. You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate • Inclusive
* Progressive • Empowered
* Dependable

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf). This role is at **manager** level.

This is a people manager role. Please [refer to our people manager standards](https://www.nhg.org.uk/media/luyjjrvl/people-manager-standards-2.pdf).

**Essential knowledge, experience and skills including qualifications and professional membership**

* CIPD (level 7) qualified or other relevant qualification
* Comprehensive experience of developing management capability through coaching and other interventions and of leading on complex ER and change work within a diverse organisation.
* Proven experience of managing, motivating and developing a HR Service/administration team, and interpreting and giving advice on HR policies and procedures.
* In-depth knowledge of employment legislation and key ER procedures and ACAS requirements and experience of applying this to day-to-day work.
* Experience of using of a range of modern HR information systems to automate, monitor and improve services.
* Excellent attention to detail with good analytical, critiquing, verbal and written communication and report writing skills; clearly articulating complex messages utilising a range of different mediums and formats, including delivering presentations /briefings and proposing recommended solutions with risks identified
* Experience of managing data - reporting, identifying trends and strategies to address issues.
* Resilient and confident HR Professional with the ability to work in partnership and independently, with experience of stakeholder and relationship management with the ability to communicate at all levels and develop solid working relationships with staff representatives, managers and colleagues by proactively liaising and engaging with them.
* Good experience and knowledge of risk management and ability to work flexibly to accommodate this.
* Strong problem solving, negotiating and influencing skills, being solution focused and curious to understand problems and concerns
* Excellent organisational skills i.e. forward planning and managing business expectations
* **Intermediate** IT and systems skills including Microsoft office and experience of computerised databases and web-based systems