



HR and Onboarding Manager

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What's it all about

The HR and Onboarding Manager leads a team of HR and Onboarding Officers to deliver a high-quality, efficient and compliant HR service - ensuring an excellent employee and candidate experience across onboarding, first-line advice, support and resolution services and core HR processes.

How you'll make a difference

You will manage and continually improve the quality, consistency and impact of HR services by:

- Leading a high-performing HR and onboarding team that delivers a responsive, employee/candidate-focused, professional service
- Ensuring clear, accurate, consistent and compliant support and advice is provided to managers and colleagues
- Building confidence in the team to resolve queries and issues at the first point of contact, avoiding the need for formal routes where possible.
- Strengthening capability within the team to manage low level case work to resolution, avoiding escalation.
- Ensuring the onboarding experience allows candidates to join smoothly and be set up for success
- Driving continuous improvement, simplifying processes and increasing efficiency through better ways of working and digital solutions
- Using insight, feedback and data to identify issues, improve service quality and support better decision making.

Your impact will be seen through improved employee and candidate experience, stronger manager confidence, reduced risk and formal case work and a more efficient and effective HR

service. In turn this will enable NHG to perform better for our residents.

How you'll do it

You will work collaboratively with managers and colleagues across the people directorate and NHG, ensuring alignment between people and business priorities. You will embrace digital options to drive improvement and effectively use team resources to deliver a great candidate / employee experience.

Your work will include, but is not limited to, the provision of:

Team leadership and delivery

- Manage, support and develop the function to deliver high quality and consistent services. Develop and build capability and confidence in the team.
- Determine priorities and allocate resources to ensure timely delivery of work and services. Work with the HR Administration Manager to co-ordinate best use of resources as required.
- Set standards and embed a culture of accuracy, candidate / employee -focussed services and continuous improvement within the team.
- Provide cover for the HR Administration Manager and support key activities across HR services, administration and compliance.

Onboarding experience and recruitment support

- Manage and deliver a first-class onboarding experience for both candidate and manager (including internal transfers).
- Work closely with the talent acquisition team to understand the recruitment pipeline to ensure business needs are met and candidates are ready to join their induction programme. Ensure effective recruitment support is provided.

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- Ensure internal compliance is maintained before and at all stages of recruitment campaigns.
- Ensure compliance with areas such as DBS, Right to Work, Visa Sponsorship and SM&CR and that statutory requirements are consistently met.
- Ensure all letters, documentation and other communication is clear, accurate and well written and there is effective record keeping in place.

HR first line advice, support and resolution

- Deliver a HR advice and support service for colleagues and managers ensuring support and advice is given and resolution achieved first time, and without the need for specialist team intervention.
- Manage a range of lower-level case work (e.g. reasonable adjustments, flexible working, informal warnings, IHC etc).
- Manage HR's presence on Milo (NHG's intranet) and HR SharePoint sites ensuring content is up to date and easy to access.
- Manage and deliver a timely service to support organisational change and TUPE activities, alongside the HR Administration Manager.
- Provide support, through the team, to people development activities at times of high demand and/or cover for absences.
- Support key payroll/pay activities such as the annual pay award.
- Support NHG's cyclical compliance and administration processes.

Compliance, risk, governance and audit

- Support management of NHG's Visa Sponsorship licence and always ensure

compliance with Home Office requirements.

- Support Data Protection Subject Access Requests that are people related. Ensure compliance with legislation and policy.
- Support department, internal and external audits.

Process improvement and systems

- Ensure HR processes are continuously reviewed and identify opportunities for simplification, automating and/or improving service delivery.
- Work with the HR digital and insight team to optimise HRIS functionality and improve data accuracy.
- Develop and document standard operating procedures to ensure consistency and reduce risk.
- Support digital transformation initiatives across HR.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive. Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

This is a people manager role. Please [refer to our people manager standards](#).

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Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Experience of leading and developing a team within an HR service.
- Significant experience of providing HR advice and support to colleagues and managers at all levels, across all areas of HR.
- Proven track record of process improvement and driving accuracy and efficiency.
- Understanding of Visa Sponsorship licence requirements (desirable).
- Strong people management and coaching capability, with a focus on developing others.
- Strong organisational and prioritisation skills, with the ability to manage competing demands without losing quality or compliance.
- Good understanding of employment law, sound judgement and decision-making skills, with the ability to apply these to first line advice, case work and day-to-day practices.
- Strong relationship-building skills and professional presence with a range of stakeholders coupled with excellent communication skills.
- Committed to inclusion, wellbeing, and organisational culture.
- Good verbal and written communication skills with the ability to write complex reports and interpret data, report on trends and explain complex matters clearly and succinctly.
- CIPD qualification (Level 5 or above) or equivalent demonstrable experience/qualification