

Job title: HR Manager

Directorate: Central Services

Overview	
Role Purpose	<p>To line manage a team which is responsible for, recruitment campaigns, employee relations, performance, and some change management, as well as supporting all colleagues within the HR Services Team with HR first line and general HR information and advice, administration, on-boarding, contractual changes, and HR compliance.</p> <p>To coach managers to manage their people effectively and to support the drive towards manager self-service, increased digitisation, and the most effective and efficient possible HR service.</p>
Responsible for	<p>Managing a proactive, consistent, reliable, resident focused HR service that, minimises risk and ensures value for money, and streamlined processes.</p> <p>Managing the HR Advisers and other roles within the HR Service team in provision of accurate and timely HR information, support, advice and guidance on core HR policies, procedures and processes including recruitment, employee relations, performance, and change management.</p> <p>Working with colleagues across the HR function to drive employee and manager self-service and increase management capability in managing their people.</p> <p>Developing strong working partnerships with key stakeholders, including Payroll, HR Business Partners, and other HR colleagues to understand the requirements and priorities.</p> <p>To provide cover for the HR Services Manager as required.</p>
Reports to	Head of HR Operations
Line management	HR Advisers and at times other staff (e.g. HR Officers)
Tier	6
Expectation Level	Team Manager
Role relationships	
Internal	Business managers, staff forum and union representatives, staff and colleagues across HR including HR Services Manager, HR specialist team members, business partners, payroll, and compliance.
External	Outsourced recruitment supplier, agencies, candidates, legal advisers, ACAS, specialist consultants, auditors, suppliers, partners, and other service providers.

Manager / leadership criteria (Delete this box if not relevant)	
Functions	HR Operations
Staff reports	Total: TBC Direct: TBC

	Indirect: 0
Budget size	N/A
Specific designated, regulatory compliance requirements	Working in line with legislative, statutory, best practice and policy requirements within HR, Finance, H&S and Housing.
Other key data (i.e. size of operation, units managed, size of programme etc)	HR Operations.

Role accountabilities

HR advice and support

- Establish a culture of personal ownership by the team where 'first contact resolution' is demonstrated; ensure that clear and standardised processes are set and that focus on quality and accuracy of work in line with established standards and KPIs
- Develop the team to provide HR Advice in a timely and accurate way in adherence to NHG policies and procedures, and employment legislation frameworks.
- Advise and assist in the resolution of line manager queries which cannot be solved through line management or first line support, the manager toolkit, and other means, escalating to and/or involving the HR Business Partnering team and HR Specialists as required.

Business manager, line manager and HR relations

- Lead, manage and support your team in line with NHG's core management requirements to get the best out of your staff.
- Build and develop strong working partnerships with key stakeholders, including business managers, HR Business Partners, and other HR colleagues to understand requirements and priorities of the business
- Identify opportunities for individual development across the HR Services team and ensure they are appropriately skilled and knowledgeable. Provide coaching and 1:1 support as required.

Compliance

- Ensure compliance throughout the service with policies, regulatory and legal requirement and ensure data is handled and stored in a safe and secure manner in accordance with GDPR and associated data regulations
- Ensure that checks and controls are in place so that we meet all our legal obligations
- Ensure that HR systems and files are kept up to date and accurate and SARS are appropriately managed; maintain quality standards by writing and checking documents; work to support the HRBP team and HR Services team to ensure that establishments are accurate

Recruitment

- Ensure that fair recruitment practices are adhered to
- Support the HR Services Manager to oversee all aspects of resourcing including managing cyclical recruitment and individual campaigns
- Support the team to complete on-boarding process for all new starters, internal transfers, ensuring NHG compliance standards for referencing, DBS, RTW etc are met
- Ensure that the outsourced recruitment company deliver to the same standards

Role accountabilities

- Ensure recruitment and other services are managed well and meet agreed timeframes and KPIs.

Employee relations

- Advise and manage the team to advise managers on dealing with employee relations cases, and change management, providing legal and procedural advice, options, and guidance on the process, ensuring policies are followed and risks outlined and managed. Deliver complex messages to directorates on the risks and implications of a variety of options.
- Support the Head of HR Operations in the management of ACAS, settlements, dispute resolution and ET cases, working with internal specialists and employment law partners where appropriate; attend employment tribunals where required.
- Coach, train and educate HR colleagues and managers to empower them to manage their staff and ER casework effectively. To provide tools and materials for HR and managers.
- Maintain an awareness of relevant changes to employment legislation and the development of case law which might impact on working practices in NHG.
- Support directorates and departments to deliver and implement change programmes including those involving restructures, redundancies, TUPE, and other processes.

Continuous improvement

- Work collaboratively with colleagues in the HR Services Team and HR Business Partnering team to ensure that HR administration and compliance with HR internal controls is delivered efficiently. Ensure that processes are accurate and timely, adhere to NHG rules and follow statutory requirements and financial regulations
- Contribute and support on project work and initiatives in line with HR People Plan, including the review and development of policies, procedures, and processes in line with legislation and good practice
- Drive process standardisation and improvement within HR Services through team advisory management and by proactively supporting team actions
- Promote a culture of continuous improvement to seek better, faster, more efficient ways of delivering HR advisory services with customers at the centre of the experience
- Ensure that technology is optimised to best meet HR Services and Business requirements, working closely with the HR Services Manager, HR Compliance Manager and the HR Systems and Data Lead
- Solicit feedback to continuously improve the capacity of the team to provide a high quality and seamless service

General

- Ensure that all diversity and inclusion implications are considered in the development policies, processes, and strategies and in personal conduct across NHG
- Manage and lead teams and the wider HR department in accordance with NHG manager expectations
- Follow the financial regulations, policies, and procedures at NHG
- Follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others
- Undertake corporate responsibilities as required, including leading investigations and hearings in formal processes across the business

Role accountabilities

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

- Experience of stakeholder and relationship management
- Comprehensive experience of providing HR advice and coaching to staff and managers at all levels and on all HR matters
- Proven experience of developing management capability through coaching and other interventions
- Extensive experience of applying employment legislative knowledge in day-to-day work
- Experience of working with and utilising HR Systems
- Good experience and knowledge of risk management
- Experience of managing change and employee relations issues and working with employee representatives
- Experience of analyse and critique information

Desirable

- Experience of managing TUPes
- Experience of Employment Tribunals
- Experience in role sizing (job evaluation)

Professional expertise (know how & experience)

Essential

- Good working knowledge of employment legislation
- In depth knowledge of key ER procedures and ACAS requirements.

Desirable

Skills

Essential

- Excellent organisational skills i.e. forward planning and managing business expectations
- Excellent verbal and written communication skills, utilising a range of different mediums

Desirable

and formats, and clearly articulating complex messages

- Excellent attention to detail
- Strong negotiating and influencing skills
- Intermediate knowledge of Microsoft packages
- Resilient and confident HR Professional with the ability to work in partnership and independently.
- Excellent problem-solving skills
- Ability to manage risk and work flexibly to accommodate this
- Analysing and critiquing information

Qualifications and/or professional membership

Essential

- Associate CIPD or equivalent HR degree or relevant experience

Desirable

- Qualification in HR related field.
- MCIPD

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a Team Leader expectation level and therefore you should refer to the Team Leader expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.