

JOB DESCRIPTION

JOB TITLE	Head of HR
DEPARTMENT	HR
REPORTS TO	Director of Operations, HR & Education
ACCOUNTABLE TO	Director of Operations, HR & Education

Job Purpose:

To be a member of the Senior Leadership Team and play a key role in the charity's organisational development and culture in line with the vision and mission.

Act as a Business Partner to the Executive and Senior Leadership Team.

Manage and support the HR teams, to design and deliver appropriate procedures and best practice in recruitment, retention, performance management, absence management development, employee relations, training, pay and reward of staff

To provide a pro-active, comprehensive, effective and efficient Human Resources service throughout the organisation to directors, managers, employees and volunteers under the guidance of the Director of Operations, HR & Education. Provide expert advice on a full range of generalist HR issues, including leading on the most complex employee relations issues and to contribute to the development of the organisation's Human Resources strategy.

To be responsible for overseeing the advisory and administrative function of the HR department, for example record keeping, absence recording, updating database packages and communication, including payroll.

To promote equality, diversity and inclusion rights in all actions and activities.

Key Responsibilities:

- Manage complex employee relations casework including dispute resolutions, disciplinaries, grievances, absence, retirement and redundancy.
- Apply HR and business knowledge evidencing appropriate decision making skills, in relation to casework.

- Lead the organisation employee satisfaction survey, liaising with stakeholders and creating and driving forward the engagement action plan.
- Advise managers on the terms and conditions of employment and provide guidance and support on general pay queries to all employees.
- Develop HR policy and procedures to drive performance and mitigate disputes.
- Provide first line advice on current and existing benefits for employees and managers.
- To ensure that manual and computerised data is managed within the requirements of the Data Protection Act.
- Work with appropriate parties on reward strategy.
- Provide advice on recruitment and selection strategies.
- To be responsible for the collation and reporting of KPIs and reports from HR system, including turnover, sickness absence, general demographic data and statutory & mandatory training.
- Advise and support the recruitment process, ensuring full compliance with authorisation processes, equal opportunities and associated employment legislation including voluntary aspects.
- Manage talent and succession planning.
- Ensure that exit interviews are monitored and carried out and fed back to the relevant managers and leadership and taking appropriate action where need be.
- Drive alignment between HR strategy and business goals.
- Continuously monitor and review HR policies and processes and implement changes where necessary.
- Participate in the implementation of specific projects, procedures and guidelines to help align the workforce with the strategic goals of the organisation.
- Support change management processes.

Internal key relationships:

- Chief Executive
- Executive Management Team
- Senior Management Team
- Operational Management Team

External key relationships:

- South East HR Directors Network
- External suppliers to HR/Hospitality (Carval, Wilkins Kennedy, Occupational Health, Charity Learning Consortium, Xpert HR, Croner)
- CIPD

Conditions of service:

- The post is subject to satisfactory assessment of health and fitness by the Occupational Health Department.
- The post is also subject to satisfactory DBS clearance
- A full driving licence is required.
- **ellenor** will support completion of CPD requirements and opportunities for the post holder to develop specialist interests commensurate with agreed objectives.

This job description will be reviewed annually by the line manager with the post holder.

Post holder Name: (please print)	
Signature:	
Date:	
Line Manager Name (please print):	
Signature:	
Date:	

Person Specification

Director of HR

	Essential	Desirable	Application / Interview
EDUCATION AND TRAINING			
CIPD Graduate Diploma or above in HR practice or equivalent	X		A
Educated to degree standard or equivalent.	X		A
Management qualification		X	A
EXPERIENCE			
Proven experience of strategically leading an HR department at a senior level in an organisation with a diverse workforce.	X		A/I
Experience and knowledge of a full range of HR disciplines including absence management, employee relations, employment law, recruitment and retention, reward schemes, payroll, performance management and training and development	X		A/I
Demonstrable experience in managing, implementing and supporting significant change	X		A/I
Experience in formulating and implementing a strategic HR plan, including staff satisfaction surveys	X		A/I
Experience of working in the voluntary sector.		X	A/I
Experience of recruiting, coordinating and developing a volunteer workforce			
KNOWLEDGE AND SKILLS			
Resilient and able to work in a fast paced and evolving environment	X		A/I
Ability to organise and manage time and priorities	X		A/I
Emotionally intelligent with the ability to relate to a wide range of people and specifically within a hospice setting	X		A/I
Credible and confident, possessing the presence as well as the depth of healthcare experience at a senior level to inspire and drive change		X	A/I

Creative, energetic and resourceful with the ability to influence	X		A/I
Excellent interpersonal and communication skills, both written and oral	X		A/I
Leadership skills and the ability to work effectively as a member of a team	X		I
PERSONALITY AND DISPOSITION			
Flexibility and adaptability to change	X		I
Committed to continuous self-development.	X		I
Able and willing to travel to external organisations and events as required.	X		I
Tactful and diplomatic, able to build relationships with people from a wide range of backgrounds	X		I