



Job Description & Person Specification

The role of HR Manager will have input into 2Care's overall business strategy and plan to develop a HR strategy and operational plan to meet these requirements. The HR Manager will consistently deliver a pro-active and professional HR Management service to the business through developing effective partnerships with other Central Office Departments, ensuring that HR becomes an integral part of the Central Office Management team.

Key Internal Relationships:

- Chief Executive and all members of the Senior Management Team
- Home & Project Managers and their teams
- HR Officer & HR Assistant
- Central Team Managers & their teams
- Board of Trustees

Key External Relationships:

- Recruitment Partners
- Pension Scheme Providers
- CIPD
- Other Professional HR Networks & Professional Bodies
- Pension & Life Assurance Scheme Key contacts

Key Accountabilities

Recruitment & Selection

The role of HR Manager will review all recruitment processes and practices to ensure all vacancies are filled in the most cost efficient way and within the shortest time possible. The HR function will be responsible for identifying effective and appropriate recruitment methods for all vacancies.

The HR Manager will have Full Life Cycle Recruitment experience including:

- Review, define and revise the recruitment & retention strategy.
- Job Role evaluation. Defining 2Care's role competencies
- Ensuring new staff checks and associated checks are managed expediently
- Co-ordinating & participate with staff inductions.
- Collating, analysing and reporting on equality statistics.
- Development of 2Care's competency selection processes.

Employee Relations

As the most Senior HR Practitioner in the organisation, the HR Manager will be responsible for designing and developing 2Care's workforce strategy. Taking a lead on all Employee related issues including:

- Taking a lead whilst advising and supporting managers on all Employee Relations issues, including performance management; sickness & absence; disciplinary & grievance procedures.
- Ensuring the grievance and disciplinary procedures are adhered to by all staff and to undertake investigations & hearings on behalf of 2Care.
- Monitoring, updating and advising staff and managers on HR policies and procedures, ensuring they are adhered to and effectively communicated across the organisation.
- Reviewing and updating the equality and diversity strategy, making recommendations on best practice and legislation.
- To monitor staff turnover including carrying out exit interviews, analysing and reporting on findings.
- To represent 2Care on staffing related issues at tender meetings.

Management Responsibility

As the HR lead for 2Care, you will ensure the HR Department is at all times customer focused, delivering a good service to the organisation. You will also:

- Hold line management responsibility for the HR Officer and HR Assistant.
- Attend management meetings where strategic and higher level operational input are required.

Benefits & Pay

The HR Manager will take responsibility to ensure all staff are familiar with associated benefits packages. You will review existing benefits as required whilst undertaking salary benchmarking exercises as necessary.

Staff Training & Development

Working closely with the Learning & Development Manager to develop staff skills including highlighting needs and recommendations made through the staff appraisal process.

HR Policy & Procedures

To ensure terms and conditions and policies and procedures are up-to-date and comprehensive with regard to legislation and best practice.

Quality Audit

You will be responsible for visiting 2Care's homes and projects on a regular basis to ensure that HR standards, policies and procedures are maintained at all times. As and when required, you will also take a lead in projects with an HR focus.

Essential

Personal Competencies and Skills:

- Ability to develop an HR Strategy and to input into the development of 2Care's strategy.
- Strong written skills with proven ability to draft policies, procedures and reports.
- Good coaching & mentoring skills.
- Ability to set SMART objectives.
- Delivery focused with the ability to prioritise and organise workload agreed within deadlines.
- Ability to resolve conflict situations and heavy workloads.
- Strong customer focus.
- Excellent "active-listening" skills.
- A proactive and can do approach towards work tasks.
- Excellent presentation skills both formally and informally.
- Numerate and financially aware with the ability to produce reports and statistics as required.
- Open communication style, with ability to communicate at all levels in an organisation.
- Good ambassadorial and diplomatic skills.
- A persuasive negotiator.
- Good personal presentation and high level of professionalism.

HR Knowledge & Competencies:

- Graduate CIPD or equivalent.
- Excellent up to date knowledge of UK employment law legislation.
- Extensive knowledge of policies and procedures related to an HR Function.
- Strong competency interviewing and selection skills.
- Up to date knowledge or recruitment, staff retention methods.
- Experience in advising and managing grievance and disciplinary investigations.
- Previous background within a generalist HR Function.
- Experience in team leading and/or managing an HR Function.

Other:

- Competent PC skills including MS Office – Word, Excel, Outlook and PowerPoint