**Human Resources and Corporate Services Manager** 

**Job Description and Person Specification**

|  |  |
| --- | --- |
| **Role** | Human Resources and Corporate Services Manager |
| **Reporting to:** | Operations Director |
| **Responsible for:** | HR Administrator and Head Office Administration Staff |
| **Location:** | Bencurtis Park – The White House, Corkscrew Hill, West Wickham, Kent BR4 9QD |
| **Job Purpose** | |
| To provide an effective day to day comprehensive HR service to all areas of Glebe Housing Association. This is a full generalist position with responsibility for the entire employee life cycle, from recruitment and on-boarding to dealing with day-to-day employee relations issues. To play a key role in talent retention and development while maintaining a positive and motivating work culture. To provide corporate support to include ensuring effective administration, communications, event and facilities management. | |
| **Main Duties and Responsibilities** | |
| 1. **Expert Knowledge & Support** | |
| * Act as point of contact within the Association to interpret organisational policy, employment legislation and human resource management best practice. * Act as a business partner, advisor and support to senior managers in all aspects of human resource management. | |
| 1. **Recruitment** | |
| * Efficiently plan and implement all aspects of recruitment to include drafting adverts, job descriptions, screening applications, interviewing and related communications and administration. | |
| 1. **Inductions** | |
| * Plan, coordinate and support detailed, positive and effective induction programmes for all new and returning employees. | |
| 1. **Learning and Development** | |
| * Working collaboratively with managers, ensure that all mandatory training is delivered and staff training, and development needs are identified and met in accordance with organisational policy and available resources. * Assist managers with supervision and appraisals as necessary. | |
| 1. **HR Administration** | |
| * Responsible for maintaining accurate employee data to include the HR IT system and administrative systems. * Learn and support the HR system to support the payroll process - Be the HR system super user, supporting colleagues. * Respond to tenancy and employment reference requests. | |
| 1. **Human Resource Strategy & Policy** | |
| * Coordinate the development and delivery of the Association’s human resource strategic and operational plans to support the delivery of the Association’s business plan. * Maintain and communicate an up-to-date suite of HR Policies and Procedures and contractual documentation, amending as required by legislative, best practice or organisational changes. | |
| 1. **Line Management** | |
| * Lead, direct, motivate & coach all administration staff, supporting them in their roles and their responsibility. * Line manage staff, implement workplans and provide support and supervision, addressing performance and or contractual matters as necessary. * Conduct annual staff performance and development reviews and report accordingly to the CEO. * Ensure staff are appropriately trained to meet the requirements of their role. | |
| 1. **Head Office Administration, Communications and Customer Care** | |
| * Maintain office efficiency by devising and implementing office policies and procedures. * Ensure delivery of efficient and age-friendly reception and administration service. * Ensure effective administration of the head office function. * Ensure best practice and Data Protection Legislation compliance in relation to all employee and service data. * Routinely prepare and present reports. | |
| 1. **Senior Executive Support & Event Management** | |
| * Provide business support to the Chief Executive as directed. * Provide support as directed in relation to the production and circulation of board packs. * Ensure maintenance of company registers in accordance with regulatory requirements. * Provide assistance with regulatory returns. * Organise and coordinate board meetings. | |
| 1. **Facilities Management, Health, Safety & Welfare** | |
| * Ensure effective management of the Association’s offices to include the smooth running of the office (services, equipment, supplies, cleaning, security etc). * Supplier procurement and negotiations. * Ensure regulatory and statutory compliance in relation to the health, safety and welfare of the Association’s employees and visitors to office premises. * Ensure routine health and safety checks to include fire and evacuation drills and related record keeping and reporting. * Be responsible for keeping an update log of onsite first aiders. * Arrange health & safety training/refresher training as required. | |
| 1. **Financial Management** | |
| * Maintain income and expenditure within budgetary levels and ensure value for money is achieved. | |
| 1. **Additional Responsibilities** | |
| * Carry out duties in compliance with Glebe’s Equal Opportunities and Diversity Policy. * Work in line with Health and Safety, Risk Management and Data Protection policies. * Work outside normal working hours, when necessary, to meet the requirements of the role. * Take responsibility for your own professional development. * Undertake any other duties and responsibilities commensurate with the role and as our services require. | |

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Person Specification – Human Resources & Corporate Services Manager** | | | |
| **Section** | **Criteria** | **Essential** | **Desirable** |
| **Education** | Degree level qualification in Human Resources Management (or equivalent discipline).  CIPD Level 5  Evidence of continuing professional development. | **ü** | **ü**  **ü** |
| **Experience & Knowledge** | Minimum of 5 years’ experience in a similar managerial role in a progressive HR environment with experience in all key areas. | **ü** |  |
| Extensive working knowledge of employment law, regulation/compliance, policy and practice | **ü** |  |
| Experience of strategic resource management, staff leadership, management, development and retention. | **ü** |  |
| Experience of DBS requirements and checks |  | **ü** |
| Knowledge of UK right to work and visa requirements |  | **ü** |
| Demonstrable experience of organisational facilities management | **ü** |  |
| Extensive office and administration management experience across a wide range of organisational responsibilities | **ü** |  |
| Demonstrates solution focussed decision making and sound judgement. | **ü** |  |
| Ability and experience to motivate and drive the team to achieve key performance objectives | **ü** |  |
| Ability to initiate and implement change |  | **ü** |
| **Customer & Quality Focus** | Commitment to consistent quality service delivery which is person centred. | **ü** |  |
| Ability to evaluate and review in house administrative systems | **ü** |  |
| **Communications** | Excellent report writing ability | **ü** |  |
| Ability to communicate sensitively and effectively | **ü** |  |
| Ability to deal with matters confidentially | **ü** |  |
| Excellent communication and stakeholder management skills | **ü** |  |
| Ability to confidently provide advice and support to managers | **ü** |  |
| Ability to communicate empathetically and effectively with older people | **ü** |  |
| **Planning, Organising and administrative** | Highly organised and effective when work to conflicting and challenging deadlines | **ü** |  |
| Proficient IT Skills – Microsoft Office with experience of & Human Resource System (Breath HR desirable but not essential) | **ü** |  |
| The ability to rapidly assimilate relevant information and to see through to the core issues and to present solutions to problems. | **ü** |  |
| **Commitment and Motivation** | Self-Motivated and ability to work unsupervised. | **ü** |  |
| Flexible approach to requirements of the job | **ü** |  |
| People oriented and results driven | **ü** |  |