

Job description

Job title:	HR Manager
Department:	Finance and Internal Operations
Direct reports:	None
Contract:	Permanent
Hours:	Part time, 21 Hours Per Week
Location:	Hybrid working with minimum 1 x day per week at our Croydon office (2 days per week for full-time staff), with occasional travel to our other offices and service delivery venues as appropriate to the role.
Salary:	£24,584.04 0.6 FTE (pro rata from £40,973.40)

Job purpose

The Human Resources Manager owns the planning and delivery of a professional, progressive and proactive HR operations function, working in line with Young Root's values. You will act as a key advisor to the CEO and leadership group, managers and staff throughout the organisation in the management of HR related matters. You will manage a busy caseload, advising on performance, absence and sickness management, recruitment and retention in line with employment law, our policies and HR best practice, as well as ensuring good HR administration throughout the employment life-cycle. You will provide informal advice, coaching and mentoring to managers on all aspects of employee relations, through a variety of 1-1 meetings, informal training sessions/workshops and briefings. You'll meet regularly with managers to develop a thorough understanding of their needs, and help them to identify and resolve emergent issues before they become more serious.

You will also be responsible for more strategic matters such as development of employment policies, procedures and practices and our learning and development offer, at the same time as ensuring operational tasks such as onboarding, offboarding, maintenance of our HRIS, volunteer management and payroll administration all run smoothly.

You will work alongside an external payroll company, an Internal Operations Officer supporting with administration and an HR Strategic Projects Lead.

Responsibilities

Advising CEO, leadership group and managers

- Act as a key advisor to the Board of Trustees, CEO and leadership group on strategic matters as they relate to HR
- Liaise with managers and staff to provide coaching, advice and support on HR matters in line with our policies, employment law and HR best practice
- Produce regular HR briefings for the board of Trustees including reporting on key HR metrics

Employee Relations

- Lead on all ER matters from grievances and disciplinaries to performance issues, communication breakdown, mediations, occupational health issues and sick leave
- Ensure detailed documentation of all ER cases and meetings

Performance Review and Management

- Oversee the annual performance review process, ensuring the process is fit for purpose and ensures staff receive clear feedback and SMART objectives to work towards
- Ensure robust performance management tools and support are in place so that issues can be tackled quickly and high performance is rewarded and recognised

Strategy, Policy and Process

- Collaborate with the HR Strategic Projects Lead and leadership group to develop and implement a people strategy that aligns with organisational objectives
- Lead on the drafting and review of HR related policies and processes and ensuring they are successfully understood and adopted across the organisation.
- Track all policies including who owns each policy, when they were last updated and when they are next due for review
- With our HR Strategic Projects Lead, develop and implement our learning and development offer, including the procurement of training

Recruitment and Volunteer Management

- Lead on all internally and externally managed recruitments: working with managers to plan the recruitment process; placing adverts, coordinating candidates, creating interview/testing processes and overseeing onboarding, including pre-employment checks
- Develop our volunteering programme, including our approach to recruiting, inducting and supporting volunteers

HR Generalist Work

- Responsible for all HR processes and administration and transactional employment correspondence throughout the employment life-cycle
- Manage our HRIS and records, ensuring that data is up to date, analysing the data regularly and providing insights to support decision-making and good governance
- Manage the administration of our payroll process, in liaison with an external payroll company
- Lead on our compliance with GDPR in relation to our HR policies and data
- Maintain up-to-date knowledge of developments in employment law and HR good practice.
- Supporting on other tasks where needed

We expect every Young Roots employee to:

- Comply with our policies, procedures and guidelines
- Safeguard young people – recognise, respond to and report safeguarding concerns in accordance with training and procedure

- Take responsibility for ensuring a safe and healthy working environment, reporting concerns and taking reasonable care to protect your own and others' safety and wellbeing at work
- Uphold our organisational values
- Complete required training and engage in ongoing professional development as agreed with your manager
- Attend regular meetings including one-to-ones, team, all staff and project meetings, clinical supervision (as appropriate), and in-person organisation-wide development sessions
- Work flexibly across our offices and service delivery venues, with out-of-hours and on-call responsibilities as appropriate to your role
- Participate in cross-organisational initiatives and projects as appropriate to your role, such as equity, diversity and inclusion (EDI), wellbeing and youth participation activities

This job description outlines the core responsibilities and outcomes for this role but is not exhaustive. You may be required to undertake other reasonable duties consistent with your role level, skills, and organisational requirements.

Who you are

We're looking for someone who meets the minimum requirements to be considered for the role.

Minimum requirements

- At least 4 years' experience of working in a generalist HR role advising on recruitment, absence management, performance management, disciplinary & grievance issues and family leave
- Ability to balance and toggle between both high-level strategic HR thinking and task driven process-based work
- A thorough and sophisticated knowledge of how to advise on recruitment, on-boarding, absence management, performance management, disciplinary & grievance issues and family leave
- Good knowledge of Employment Law and HR best practice
- Experience of drafting and researching HR policies
- Strong organisational skills and excellent attention to detail
- Excellent interpersonal skills, and the ability to communicate effectively both in writing and verbally
- Ability to handle complex, sensitive and confidential information appropriately
- Ability to work independently, manage own workload and handle stress
- Strong administrative and IT skills including data analysis and proficiency with MS packages - Word, Excel, PowerPoint, etc
- CIPD qualified or studying towards a CIPD qualification.
- Flexibility, trust and integrity
- Commitment to Young Roots' values and to safeguarding of children and vulnerable adults
- Willingness to work outside usual office hours within reason when required

Desirable requirements

- Experience in an HR function in a similar sized charity
- Experience of developing HR strategy
- Experience of analysing data and providing insights and recommendations
- Experience of payroll management



- Experience of managing the recruitment lifecycle
- Knowledge of safer recruitment

Personal Qualities

- Oriented towards action, ready to own the role and get stuck in
- High level of accountability
- Resilient
- Collaborative