

**AGE UK HERTFORDSHIRE
JOB DESCRIPTION**

POST TITLE	HR Manager
Department	Human Resources
Location	Hybrid between home-based and Hertford office (occasional travel to other sites will be required)
Hours	Full time and part time considered
Salary	£37,500 - £40,000 per annum pro rata
Reports to	CEO
Responsible for	HR Team
Benefits/ entitlements	Contributory Pension Scheme and Health Cash Plan after successful completion of six month probationary period Travel expenses at 45p per mile are paid for the use of your car insured for business purposes in the course of your work. It does not include travel from home to normal place of work. This organisation operates a Flexitime arrangement.

Scope:

- Age UK Hertfordshire (AUKH) is a leading provider of older peoples’ services across all 10 districts of Hertfordshire. It operates with approximately 140 staff employed by the charity and around 300 by the social enterprise. With the support of about 500 volunteers the charity is able to reach over 4000 older people a week.
- Our mission is to “promote the well-being of all older people and to help make later life a fulfilling and enjoyable experience”. To achieve this mission we need to involve older people directly in defining needs, determining priorities and exerting control over the decisions which affect their lives.

Main purpose of the post:

- Lead the HR department in line with HR and Organisational priorities, so that AUKH is in a position to recruit, develop, motivate, performance manage, reward and retain the skills required to lead, manage and deliver AUKH’s strategic goals

- Contribute to overall organisational strategy and policy making by advising the Senior Management Team on the Human Resource implications of its decisions and to ensure legal and statutory compliance
- Develop and implement HR processes and action plans to support a changing organisation
- Work with the Senior Management Team and Heads of Departments to ensure all HR activity throughout AUKH is carried out effectively and in line with statutory and internal policy requirements
- Work collaboratively with all Senior Managers at both strategic and operational level
- Proactive whilst using initiative to help make HR processes streamlined supporting all HR activities through the employee life cycle
- Proactive in all aspects of resource planning, skills gap analysis and succession planning for current service delivery and future organisational growth
- Manage other HR resources that lead on additional functional areas including training and HR administration

Responsibilities/ Duties / Tasks

1. Developmental

- Ensure the continuous development and improvement of HR systems and procedures to support the workforce across the organisation.
- Provide responsive coaching, advice and guidance to staff and managers on: the implementation of the organisation's policies and procedures; the staff handbook; and any other employment related issues.

2. HR Support

- Provide effective day to day leadership of the HR function, including line management of the team, managing the budget and ensuring AUKH has appropriate HR systems in place.
- Lead or oversee the implementation of all HR projects including researching, preparing and implementing project proposals, obtaining stakeholder agreement and ensuring effective staff communications and engagement throughout.
- Provide HR advice and employee relations support to management and teams across the organisation, especially during periods of change management, in line with best practice and employment legislation (including TUPE where applicable with support from our legal advisors).
- Ensure the effective delivery and evaluation of the annual training programme.
- Lead on the annual appraisal process, providing appropriate training and advice to the managers, staff and volunteers.

- To contribute HR expertise when the organisation applies for funding and tenders for services.
- Ensure, from an HR perspective, that a high quality and agreed brand partnership/corporate image is maintained in all HR promotional and recruitment materials.
- Responsible for all matters relating to HR Health and Safety.
- Develop key supplier relationships and negotiate contracts with HR partners relating to the HR resources of the organisation for example with legal partners.
- Develop a culture of high-performance across all teams.
- A focus on staff engagement and wellbeing across the organisation.

3. HR Support

- Attract, recruit and induct skilled and experienced staff, accountability for advertising, interviewing and the appointment of new staff in line with AUKH's equality and diversity policy.
- Develop key performance indicators and evaluation to demonstrate the effectiveness of HR systems and support within the organisation.
- Ensure that a comprehensive and up to date range of HR policies and procedures are in place for the efficient HR management of AUKH.
- Responsible for the self-service HR database within AUKH and ensure that it meets the needs of the organisation.
- Support the Senior Management Team as the first point of contact for all HR queries.

4. HR Administration

- Draft and present regular and timely reports as required by the Senior Management Team, the organisation's funders, the Board of Trustees or as otherwise requested by the CEO.
- Ensure the organisation is compliant with Disclosure and Barring Service checks including processing, renewal, and risk assessment.
- Maintenance of all manual and electronic employee records in line with the organisation's confidentiality and data protection policies.
- Ensure that the organisation's staff handbook and appropriate policies and procedures are updated to reflect current employment legislation and best practice and communicated to staff.

Job Profile/Skills

- Proven HR Generalist
- Strong record in operational HR
- Excellent written and verbal communication
- Ability to balance multiple priorities and make effective decisions in a busy environment
- Have an awareness of business change and its impact
- Diplomacy and discretion
- Knowledge of up to date UK employment legislation and best practise
- Desired to have a minimum of CIPD (level 5)

Additional Information

Confidentiality: Attention is drawn to the confidential aspects of this job and personal responsibility and liability under the Data Protection Act 2018. Matters of confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety, and that of other people who may be affected by their acts or omissions at work, and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality & Diversity Policy Statement: We believe that equality for all is a basic Human Right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

DBS: Not Required

APPOINTMENT OF THIS POSITION IS SUBJECT TO REFERENCES SATISFACTORY TO AGE UK HERTFORDSHIRE.