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| Title:  | Head of Human Resources |
| Hours: | This will be a part-time role of 21 hours per week   |
| Status: | Permanent (subject to 6 months’ probation) |
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| **Dimensions** |
| Reports to: | Chief Executive Officer |
| Direct Reports: | HR Officer |
| Salary scale: | £36,000 pa FTE |
| **Purpose:**  To manage the HR department and its functions on a strategic basis and provide board level policy advice on HR. To lead and support the development and implementation of HR policy across all areas of the organisation including maximising performance, learning and development, volunteering, colleague engagement and the provision of effective management of change. To provide professional and competent HR guidance and advice to management in developing an organisational culture geared to Victim Support Northern Ireland’s vision and values. To establish and maintain a highly skilled and motivated workforce with a harmonious industrial relations culture to enable the organisation to meet its objectives and support its services to the victims of crime. **KEY ACCOUNTABILITIES****HR Leadership Responsibilities** |
| Key areas: | * Provide strategic leadership for the HR function including Learning and Development, Volunteering and Compliance functions
* Consolidate, communicate and implement a HR plan to support the needs of the organisation with the flexibility to cope with changes as they occur
* To attend Board meetings as required to report or provide expert guidance
* Embed an understanding and acceptance of the HR agenda within the organisation’s agenda through effective communication, visible leadership and tangible outputs
* Agree and implement a colleague engagement programme to support effective two way communication, wellbeing, motivation and the retention and development of key talent
* Act as a business partner / coach to all managers and build positive relationships to ensure consistency of approach and supporting the understanding of effective HR practice / leadership
* Advise the leadership team and managers on HR related issues
* Ensure that all key HR processes (reward, contracts, policies and procedures, recruitment) are carried out to the highest level and are accurate and fit for purpose
* Ensure that the organisation is compliant with current employment law issues and provide sound legislative advice to managers, using a pragmatic and professional approach
* Evaluate and analyse potential risks associated with people management and advise on the mitigation of such risks
* Develop and improve HR initiatives and systems across the organisation
* Design and roll out a learning and development programme for management and staff.
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| **Management Responsibilities** |
| Key areas: | * + Manage the day to day work and professional development of the HR Officer, Learning and Development and Volunteer Development Manager
	+ Member of the management team and attend all necessary meetings.
	+ Engage fully in all operational aspects of the organisation to develop a full understanding of the needs to be met by the HR strategy to enable operational excellence
	+ Ensure that the HR service maintains and meets the policies, practices and procedures required to achieve and maintain externally accredited quality standards, particularly in the areas of equality and diversity.
	+ Manage the HR (including Learning and Development and Volunteering) budget
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| **Employee Relations**  |
| Key areas: | * Take leadership responsibility for handling employee relations issues
* Provide advice and support to management involved in handling ER issues taking personal charge of the most sensitive or large scale issues, liaising with the relevant Line Manager regarding these helping to conduct investigations as required
* Manage the full range of employee relation issues as and when they arise
* Have a thorough understanding of employment legislation and best practice
* Ensure effective implementation of the disciplinary and grievance procedures for all employee groups and any associated appeals
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| **Equality and Diversity**  |
| Key areas: | * Be the lead advisor on equality and diversity issues, advising Trustee Board, management and staff on policies in support of Victim Support Northern Ireland’s commitment to these principles
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| **Performance Management**  |
| Key areas: | * Work with management to ensure that the performance management process is aligned with the strategic needs and policies of Victim Support Northern Ireland
* Ensure that the appraisal process is completed across all departments and work with the team to review and report to the leadership team on issues, lessons and changes arising from each annual round of appraisals.
* Participate in appraisals for such senior staff and partners as required by the Trustee Board, to ensure Victim Support Northern Ireland policies are followed.
* Provide reporting at Leadership level encompassing agreed KPI’s
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| **Recruitment and Selection** |
| Key areas: | * Ensure that all recruitment is in accordance with that plan and agreed policies and budgets and particularly in line with the current Victim Support NI priorities and Board thinking.
* Ensure that the recruitment process is conducted in a professional and efficient way such that the very best candidates are appointed and inducted to become successful and profitable Victim Support NI employees.
* Provide professional advice in relation to the recruitment of volunteers for the organisation, ensuring the best approach is taken to maximise retention amongst volunteers.
* To ensure colleagues are fully inducted into the organisation and relevant records are maintained.
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| **Policies and Procedures** |
| Key areas: | * Knowledge and understanding of all the organisation’s policies and their practical application in order to provide advice and support to staff and line management
* Overseeing the updating and review of HR policies as and when appropriate in line with legislative changes
* Maintenance of HR Toolkit guidance for management and ensuring it is fit for purpose, user friendly and up to date.
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*The above detail of key accountabilities is not intended to be an exhaustive listing and the post-holder may be expected to accept additional / amended responsibilities in line with the organisation’s needs. Such additions / amendments will be in line with the capabilities of the post-holder.*

**Qualifications:**

* Full membership of the Chartered Institute of Personnel and Development.

AND

* A degree level qualification and 3 years management experience

**Skills and Experience:**

* A minimum of 3 years’ HR management experience at a senior management level.
* At least 3 years’ experience of delivering performance management programmes resulting in significant improvements to an organisation.
* A strong working knowledge of employment legislation and best practice in UK
* Experience in reporting or significant interaction with the Board of an organisation
* Have worked with a diverse range of stakeholders, both internal and external to an organisation, identifying HR needs and solutions, as required.
* Have experience of managing people and evidence of successfully leading an organisational change programme.
* Have a proven track record of developing people within a business.
* Involvement in a talent management programme which delivered engagement and succession management
* Evidence of ensuring governance arrangements are in place and are implemented and monitored.
* Experience of working within a diverse working environment.

**Additional requirements:**

* The post holder will be required to demonstrate the ability to meet the mobility requirements of the post

**Key Personal Attributes:**

* **Drive for Superior Results:** Displays energy, commitment and enthusiasm in order to achieve results of the highest standard and displays the courage to succeed and the tenacity to achieve with excellence
* **Building Relationships:** Builds relationships on the basis of integrity and trust and understands the critical importance of interpersonal relationships and networks in the achievement of quality results
* **Leading and Developing People:** Provides a positive role model for others, encouraging their contribution, development of talent and combining the abilities of all to achieve success for both individuals and the organisation
* **Business Sense:** Understands the strategies, priorities and goals of the organisation and the external influences which may impact on it. Uses this knowledge to make sound judgments for the benefit of the organisation and the people who use its services
* **Adaptability**: Demonstrates the ability to cope with varied work in a dynamic environment
* **Promotion of Innovation:** Demonstrates the ability to challenge current thinking at all levels of management