

Job Description: Human Resources Manager

Job Title:	Human Resources (HR) Manager
Location:	Head Office, Stricklands Care Village, Bangor (with flexibility to travel to other sites as required)
Reports to:	General Manager
Hours:	Office based, 37.5 hours per week, Monday – Friday with flexibility to work to work additional hours when authorised and necessitated by the business.
Contract:	Permanent, subject to successful completion of probation period

Purpose

To manage and be accountable for the strategic and day-to-day Human Resources function in regards to all people resource activities and strategies. Ensuring a strong positive people culture where HR is an enabler.

Key Duties and Responsibilities

- To be an effective member of the Senior Team at Harmoni.
- Create and maintain a positive engagement with all staff to maximise the staff resource and foster a coaching mentality across the HR processes.
- Manage the Human Resources function to ensure the objectives of the Strategic and corporate plans can be realised.
- Effectively work with the wider management team and as part of the corporate team, to deliver corporate strategies and business plans.
- Manage all aspects of the employee lifecycle.
- Provide subject matter expertise to managers and staff on HR issues and queries.
- Maintain, review and promote HR policies and procedures, and ensure their effective, consistent implementation throughout the organisation.
- Promote equality and diversity in all HR-related matters, policies and procedures.
- Effectively manage all risk to the organisation pertaining to area of responsibility.
- To be the ICO nominated person and manage the Data protection / GDPR policies and processes for Harmoni.
- To lead the corporate Health and Safety management system with the CEO for the whole organisation.

More specifically, the postholder will work on the following areas:

Recruitment and Resourcing:

- Work with managers across the organisation on resourcing needs and ensuring units are fully staffed.
- Agreeing and drafting job descriptions/person specifications for each job role and ensuring these are reviewed periodically.
- Deliver all aspects of the recruitment cycle within timescales and budget constraints.
- Identify and implement new, cost-effective methods of recruitment advertising with focus on the more modern use of social media to maximise capture of our specific demographic and catchment areas. .
- Agree and implement induction of new hires to the organisation including delivering HR-related induction.

Strategic Resource development:

- Creating a staff personal development culture alongside the Senior Management and Management team.
- Ensuring staff are appropriately nurtured, supported and where appropriate held to account to achieve the operational and strategic outcomes required of their roles.
- In conjunction with all management and supervisory staff, ensuring the staff teams operate as cohesive teams delivering the best outcomes for the clients.
- Promoting a one team, one organisation culture across the organisation and identifying methodologies to achieve this.
- As a member of the senior management team, ensure service development concepts have innovative and enabling cost effective resourcing plans prepared and presented. Plans which in the event of the service concept being initiated, can be converted into actions which deliver the resources needed to meet the concept timeline.

Employee Relations:

- Take responsibility for all employee relations matters including (but not limited to) disciplinaries, grievances, whistleblowing complaints, probation reviews, performance issues and redundancies, ensuring these processes are completed in line with established procedures and best practice, managing risk at all times.
- Assist and support management at all levels at both investigating and hearing employee relations matters and bringing these to satisfactory resolution.
- When required, lead on employee relations cases including carrying out formal investigations and writing concise investigation reports.
- Writing all related correspondence and maintaining effective paper trails for future reference.
- Deal with external bodies/representatives and represent the organisation, if required, at tribunal or in other formal hearings/meetings.

Absence Management:

- Regularly review absence levels across the organisation.
- Manage and resolve both short-term and long-term absence cases in conjunction with line management.

Employee Training:

- Work with managers on individual, team and organisational training plans to meet personal development needs, job requirements and regulatory requirements.
- Coordinate training with both internal and external providers.
- Maintain training records for all staff.
- Design and deliver any HR-related training to staff and managers including Equality, Diversity and Human Rights, and to deal with employee relations matters.
- Report on all training activity including delivery of training within agreed budget.

Health and Safety

- The post holder will act as the main coordinator of Health and Safety responsibilities for the organisation as a whole.
- Ensuring relevant H&S legislation requirements are met either internally or through outsourced specialities such as Electricity at Work regulations or COSHH.
- Ensuring the management team and staff has appropriate and adequate training to allow them to carry out their delegated responsibilities to deliver a culture of health and safety as part of the daily management function.

Data Protection, GDPR

- Working with the Senior Manager ensure Harmoni compliance with all DP and GDPR requirements are met

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Reporting:

- Provide accurate reporting and key metrics to the senior management team as required.
- Participate in and represent the function in management team meetings.
- Ensure the completion and submission of all statutory returns including the annual equality monitoring reports and three-yearly Article 55 report.
- Provide information as required for external audits.

General Duties:

- Be responsible for the general administration of the function.
- Maintain all relevant administrative records including personnel files and the Breathe HR system.
- Coordinate and provide information to Finance/Payroll in a timely fashion.
- Act as Lead Endorser for the registration of support care staff with NISCC and regularly check and maintain the register.
- Carry out all relevant checks of staff prior to and during employment to meet internal and statutory requirements including ACCESSNI disclosures.
- Participate in the ongoing review of the Health and Safety provision for the organisation including accident investigations.
- Regularly review area of responsibility and look for improvements.
- Maintain own continuous personal development in agreement with line manager.

Note: No job description can cover every issue which may arise within the post at various times. The job holder is expected to undertake, as required, any other duties compatible with the level and nature of this post and/or reasonably required by more senior members of staff.

NOTE

THIS POSITION IS SUBJECT TO AN ENHANCED ACCESS NI CHECK. COPIES OF THE RELEVANT POLICY ON THE RECRUITMENT OF EX-OFFENDERS AS WELL AS THE ACCESS NI CODE OF PRACTICE ARE AVAILABLE ON REQUEST. PLEASE NOTE THAT HAVING A CRIMINAL RECORD WILL NOT NECESSARILY BE A BAR TO OBTAINING A POSITION WITH HARMONI.

Person Specification: Human Resources Manager

Qualifications/ Attainments	Essential Criteria	Desirable Criteria
	<p>Hold as a minimum a Level 5 qualification in Human Resources Management.</p> <p>Associate membership of CIPD.</p>	<p>Level 7 qualification in Human Resources Management.</p> <p>Chartered membership of CIPD.</p>
Experience/ Knowledge	<p>A minimum of two years management experience in Human Resources gained within the last five years.</p> <p>Strong, working knowledge of current employment law and best practice.</p> <p>Experience of managing employee relations processes in a timely fashion.</p> <p>Experience of managing recruitment and selection processes.</p> <p>Experience of HR policy design and development.</p> <p>Experience of designing and delivering training to staff and management.</p> <p>Experience of using an HR-IT system.</p> <p>Experience of overseeing and delivering GDPR compliance.</p> <p>Experience in Strategic resource management and culture development.</p>	<p>Experience of managing Human Resources within a social care environment including understanding of regulatory requirements.</p> <p>Knowledge of Payroll processing and statutory requirements associated with payroll.</p> <p>Experience of Health and Safety legislation including risk assessments.</p>
Skills/Abilities	<p>Strong and effective communications skills with various stakeholders.</p> <p>Ability to positively influence a wide variety of stakeholders.</p> <p>Strong administrative skills.</p> <p>Strong attention to detail.</p> <p>Self-starter and highly motivated.</p> <p>Flexibility to work additional hours as required by the needs of the business.</p> <p>Current driving licence and access to a car (applications will be considered from applicants with a disability who can otherwise demonstrate how they meet the mobility requirements).</p>	<p>Experience in developing and managing Social Media to maximise corporate knowledge leading to recruitment engagement campaigns.</p>