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## **Human Resource Manager**

### **Job Description**

This post reports to **Director of Operations**

#### **CIPD Code of Professional Conduct**

All CIPD members must commit to upholding and maintaining the standards and behaviours ('obligations') set out in the CIPD Code of Professional Conduct. These obligations are grouped into four areas:

- Professional Competence & Behaviour
- Ethical Standards & Integrity
- Representative of the Profession
- Stewardship

These obligations apply universally at all stages of a CIPD member's career, regardless of their specialism or the size or sector of the organisation in which they work. The Code of Professional Conduct is supported by Investigation and Conduct procedures that set out how the CIPD deal with alleged breaches of the Code.

Green Light PBS Limited require the HR Manager to act in accordance with the CIPD Professional Code of Conduct at all times.

## Key Responsibilities:

1. Work in partnership with senior managers and operational colleagues to prepare and implement HR Strategy.
2. Participate in the implementation of specific projects, procedures and guidelines to help align the workforce with the strategic goals of the organisation.
3. Continually monitor and review HR policies and processes and implement changes where necessary e.g. in response to changes in legislation or to drive performance.
4. Build a strong relationship with operational managers and teams, working across the organisation to ensure HR best practice and consistency of approach.
5. Advise managers and provide guidance on HR Policy and Procedure and on the terms and conditions of employment, sharing knowledge and best practice with them.
6. Provide support and guidance to managers and staff on HR issues including employment legislation.
7. Support and update the organisation on all employee relations matters. Assess risk and identify gaps in employee relations processes.
8. Manage complex employee relations casework including investigations, ensuring procedures and best practice maintained.
9. Manage any HR team members including individual and team development to increase competencies as HR practitioners.
10. Provide advice on recruitment strategy.
11. Support the recruitment process including the attendance at job fairs, shortlisting, taking part in interviews etc.
12. Provide advice on retention strategy, supporting the management team to bring the best solutions for employee retention, managing talent and succession planning.
13. Provide advice on pay and benefits.
14. Support change management processes.
15. Support the delivery of training and development activity including induction.
16. Manage HR personnel files to ensure they are kept up to date.
17. Monitor all employee records to include maternity, paternity and absence and sickness and provide regular reports to the senior management team.

18.Keep up to date with UK employment legislation, providing regular updates to senior managers.

Application (A) Interview (I)

	Essential	Desirable	A/I
<b>Qualifications</b>			
CIPD Level 7 Qualification or equivalent	Y		A
<b>Experience</b>			
Proven track record as an HR generalist, preferably in a senior operational role.	Y		AI
Thorough working experience of resolving complex casework problems.	Y		A
Experienced in developing and supporting line managers to achieve HR competence.	Y		A
Experience of reviewing, designing and writing HR policies, procedures, offers and contracts of employment	Y		AI
Experience of drafting complex employee communications and reports	Y		AI
Experience of working as part of an operational team.	Y		A
Experience of working within the health & social care sector		Y	AI
Experience of developing HR functions and teams		Y	AI
Significant recruitment experience	Y		AI
Experience of designing and delivering coaching/mentoring, learning and development activity.		Y	AI
<b>Skills</b>			
Exceptional organisational and problem solving skills	Y		AI
Exceptional communication skills at all levels.	Y		AI
Ability to develop positive interpersonal relationships exercising discretion, confidentiality and diplomacy	Y		AI
Ability to innovate to create and implement continuous improvement initiatives.		Y	AI
Up to date knowledge of employment law and the ability to effectively translate legislation and best practice across the organisation.	Y		AI

Ability to use ICT equipment and programmes.		Y	AI
Proven leadership capabilities		Y	AI
Ability to create and introduce new ideas to improve employee engagement		Y	AI
Ability to write (as required) plan and direct the development and maintenance of training programmes for all levels of staff.		Y	AI
To participate in out of hours support and advice as the business needs dictate.	Y		AI
<b><u>Personal qualities</u></b>			
To recognise and respect the importance of diversity of individuals	Y		AI
Committed to safeguarding and the provision of providing first class care for vulnerable people.	Y		AI
Highly self-motivated with the ability to work independently or as part of a team	Y		AI
Ability to exercise own initiative with decisiveness and confidence	Y		I
Ability to support and influence all stakeholders, including directors across the business	Y		I
Adaptability and flexibility - willingness to work on a variety of tasks/projects sometimes at short notice	Y		I
Ability to travel across and work at locations across Cornwall	Y		AI
Prepared to undertake an enhanced DBS disclosure	Y		I