

<b>Position: Head of Human Resources</b>
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**Accountable to:** Executive Director - Transformation and Business Improvement

**Accountable for:** Staffing circa 3. Budget circa £200k.

**Overall purpose of the role:**

1. To be an effective colleague within the Senior Leadership Team (SLT) making a significant contribution to the business by supporting the Executive Team and delivering operational strategies, corporate priorities and living the business values; and
2. To lead day to day Human Resources (HR) services including, but not necessarily limited to, recruitment, retention, employee engagement, performance and reward, whilst also playing an active and leading role on equality and diversity across the business.

**Corporate responsibilities:**

1. Work with Executive colleagues and other senior leaders so that the business is seen by colleagues as a fair, caring, trusting, respectful and open organisation which values its people and retains and attracts the best talent
2. Passionately drive the delivery of the Group's equality and diversity plans. Ensuring that they are effectively integrated into all aspects of corporate life;
3. Play an active role in shaping the Group's culture into one which encourages accountability, flexibility and rewards people for delivering the corporate priorities and outcomes; and
4. Contribute fully to the SLT and the wider leadership of the business, playing an active and visible role in the overall success of the business.

**Service responsibilities:**

1. Effectively lead and engage colleagues within the HR team so they play an active role in the success of the business and live the values, focusing on delivering a positive experience to those they serve;
2. Provide leadership across the business for the areas of the Group's People Strategy, delegated to you;
3. Keep abreast of HR and employee relations changes, legislation and best practice in all the business sectors the Group operates within, and provide Executive colleagues with timely information, advice and guidance to enable them to make informed decisions;
4. Provide advice, support and guidance to managers and other colleagues on any HR issues relating to the effective day to day management of colleagues and their well being.
5. Ensure that all the HR services are customer focused, aligned to the requirements of the business and equip colleagues with the skills to be successful and productive;

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6. Lead development of key strategies and policies for all aspects of work carried out in relation to HR to ensure compliance with customer requirements, legislation, good practice and regulatory requirements;
7. Provide clear and compelling evidence that the HR services deliver value to the business;
8. Put in place arrangements which ensure that the Group meets all agreed internal standards for HR and employee relations in order to minimise disruption and provide a good, working environment for all colleagues
9. Develop an attractive work offer to colleagues which ensures that the Group is seen as an employer of choice with low turnover and levels of attrition
10. Develop an effective consultation mechanism for colleagues in order to build high levels of employee engagement
11. Build and maintain effective and productive working relationships with colleagues across all parts of the business.
12. Ensure that all HR regulations, requirements and best practice are actively promoted and met so that all associated risks are minimised.

### **Person Specification:**

#### **Qualifications**

- Relevant professional qualification of CIPD (or equivalent) which evidences the appropriate calibre for a senior leadership post.
- Educated to degree level or equivalent through relevant training/experience.

#### **Experience**

- Evidence of successfully managing HR and employee relations at a senior level.
- Experience of leading and managing change and creating a culture of continuous improvement.
- Evidence of success in managing employee relations and Trades Union negotiation.
- Evidence of detailed understanding and implementation of employment law.
- Evidence of being a team player who can support and promote corporate objectives.
- Evidence of working at a senior level, contributing to the work of the Executive and other senior leaders i.e. committees
- Evidence of successfully delivering customer focused services in a complex and challenging environment
- Evidence of motivating colleagues and implementing successful performance management to achieve the best results from individuals and teams.
- Evidence of professional and specialist technical skills relating to HR with a detailed knowledge of the most current thinking in relation to employee engagement, people development and HR best practice.

**Skills**

- Proven track record of managing staff to achieve targets.
- Sound decision maker and negotiator.
- Ability to remain calm in handling conflict and determination to find a resolution.
- Ability to produce clear, accurate reports on complex issues to a variety of audiences.
- Sound financial abilities leading to positive judgement and appraisal of risk.
- Highly developed communication skills, providing and receiving complex, sensitive and/or contentious information with the ability to engage people at all levels.
- Ability to demonstrate commitment to promoting equality & diversity in the workplace.
- Ability to identify, analyse and promote business opportunities for the HR service.