# **Head of HR**

Position title: Head of HR

Accountable & reporting to: Chief Executive

Responsible for: HR Business Partners (x2)

L&D Manager

HR Advisers (x2)

HR Administrative Assistant

Location: Cardiff/Homeworking (Agile platform)

Hours: 35 hours per week

Salary: £50,428 - £54,631

**Job Summary**

The post holder has a key role to play in creating a positive experience for managers, employees, volunteers, and applicants, delivering transformed modern business partnering and people services to all parts of the charity, simplifying processes, maximising self-service, and automation opportunities in support of a value adding HR Team.

They will directly assist the CEO, the Leadership team, and the Board in ensuring the provision of a high-quality operational HR function, delivering business partnering services to support St John Ambulance Cymru’s (SJAC) strategic aims. They will manage the HR team, expected to take the day-to-day lead on a range of designated HR projects and initiatives to develop the function, streamline and effectively resource the workforce and ensure good practice is adopted and that the charity is legally compliant.

Furthermore, this role will be further critical in shifting the business towards a climate and culture which enables our people to realise their potential within a supportive, safe, continuous improvement and learning environment, conducive to positive levels of health and well-being.

This role represents a senior leadership position, working closely with the operational Heads of Service & the Senior Volunteer Team, to develop and foster strong relationships and communication channels with all department heads and managers to achieve our strategic operational and corporate objectives, maintaining a strong awareness of best practice, employment legislation, and statutory guidance.

**Key duties and responsibilities:**

**Business Partnering**

* Advising and supporting the business in the development and modernisation of their services and related workforce requirements, to include effective workforce utilisation, role design, workforce restructuring, skill mix and management of change in line with best practices and SJAC policies and procedures.
* Ensuring HR Business Partners & HR Advisers work closely with management teams within their areas of the business, attending team meetings and providing high level advice, consultancy support and guidance to the leaders and managers on employee and volunteer management; influencing management and the leadership around the people agenda to maximise service and performance.
* Managing the allocation of operational HR and advisory activities and daily triage so the HR Business Partners and HR Advisers are positioned to deliver a customer focussed, value-adding service to meet all key deliverables and all related matters are completed in a timely and accurate manner.
* Ensuring the relationship between SJAC and its staff and volunteers are managed appropriately within a clear and transparent framework underpinned by organisational practices and policies by relevant employment legislation.
* Support managers in the more complex areas of employment and volunteer relations, balancing compliance with flexibility and the charity’s best interests.
* Taking lead responsibility for all case work across the business and for the delivery of an effective case management framework for all employment and volunteer relation matters.
* Acting as a panel member in employment related hearings and appeals, providing senior advice and support to managers, considering the evidence presented to determine the appropriate action and outcome and advising upon policy and procedural interpretation and organisational precedents.
* Together with the CEO & the wider leadership team, foster a positive climate of employee and volunteer relations within the charity, supporting the implementation of a partnership approach, as well as developing and maintaining good working relationships with elected staff and volunteer representatives.
* Ensuring the people elements of internal/external business cases are well-structured, cost effective and deliver strategic & operational objectives.

**Policies & Procedures**

While we remain firm in empowering our people to make real decisions, we also know that these need to be made on a clear foundation of guidance for our people to work within.

This is an ongoing point of constant development and evaluation to ensure that we are providing a progressive and supportive working environment for our people to thrive in, as SJAC continues to develop its enhanced HR operating model. Our range of HR Policies must be in line with the wider cultural & behavioural development ambitions.

* Leading the continuous monitoring of new and emerging employment legislation and associated codes of practice and integrate these developments as appropriate into the policy review programme. Building and prioritising a policy roadmap and drive execution of key policy initiatives, including content creation.
* Obtaining continual feedback from operations, other functions, and the HR Team on any challenges/issues regarding policies and modifying accordingly.
* Leading on the creation and implementation of procedures, protocols and guidance where necessary, ensuring consistency and shared learning across the organisation.

**Learning & development**

We can’t stand still as an organisation, and we need our people to keep moving forward with us. As such, you will build out our approach to learning and development across the organisation, finding the best solutions. We know that improving our people will improve every aspect of our organisation.

* In partnership with the business leadership, identify critical capability gaps to make the organisation future-fit and develop strategies to stretch our people towards that end.
* Developing and leading the delivery of an organisation-wide approach to manager capability development over the short and long term towards helping all our people achieve their full potential, encompassing role model features aligned to SJAC culture and values.
* Providing SJAC people with a suite of learning programs and tools to build capability on the skills and behaviours most relevant for our business.

**Pay, Reward & Recognition**

* Overseeing job evaluation and processes to support managers and the HR Team in its delivery.
* Review effectiveness of SJAC’s approach to reward, benefits and recognition, recommending improvements, where required, to establish a culture that achieves results and celebrates success.

**E-HR & workforce intelligence reporting**

* Being the champion for the creation and implementation of HR service level agreements (SLA’s) and Key Performance Indicators (KPI’s), fostering a customer focussed function by monitoring and reviewing monthly, leading on new ways of working and an empowering approach.
* Developing and utilising key insights data & people metrics to drive debate, challenge opinions and influence change, ensuring alignment ensure it is aligned to the service, financial and people strategies.
* Accountable for the management and governance of the full HR & talent digital infrastructure to ensure the optimal technology solutions are in place, “fit for purpose”, managed and maintained.
* Developing, implementing, and delivering the HR Digital Roadmap to continue to transform how we deliver our HR services across the charity.
* Leading a “right first” approach to compliance, ensuring accurate records are maintained and destroyed in line with statutory GDPR data retention schedule and relevant audits are completed, exception reports are investigated, and any issues are resolved promptly.

**Recruitment & leavers**

* Leading on the delivery of an effective and efficient recruitment process which uses all available channels to build a pipeline of candidates that meets our future capability needs.
* Ensuring accurate and timely HR input of end-to-end employee lifecycle activities including recruitment, on-boarding, terms and conditions, correct system set up and hand off to the Payroll Team, ensuring a positive employee experience.
* Working closely with internal stakeholders and external providers to ensure Right to Work, Disclosure and Baring Service / Safeguarding / Pre-employment and other regulatory authority checks are conducted as appropriate.
* “Leavers leave with a smile” – you will ensure that the off-boarding process should be just as seamless as coming on board, ensuring managers, staff, and volunteers (and relevant departments) are getting the right information at the right time. As people exit the organisation, we want them to leave as advocates, as promoters, so that we can continue to build both our commercial and employer brands as we continue to grow.

**Engagement & Well-being**

Part of our mission is to create a workplace that people love to work in and volunteer within – that must be the ambition. You will therefore be expected to listen to trends and to individuals to then translate that into realistic actions that we can potentially embed into our culture, & our way of working. In turn ensure that everyone has a voice and is heard, to create an environment that encourages our people to be themselves.

* Taking ownership of the annual employee engagement survey (“Care to Share”), establishing improved employee and volunteer participation rates and in turn, providing clear and quantitative feedback to the Leadership team, the Senior Volunteer Team and the Board, highlighting priorities and actions.

**Staff Development, Training and Education**

* Will be required to undertake mandatory training and is responsible for keeping this up to date.
* Participate in an appraisal of performance each year and will be responsible for agreeing a development plan, in agreement with their manager or immediate supervisor, reviewed annually.
* If the post holder feels he/she is not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity.

**Health and Safety**

* Work in accordance with Health and Safety regulations always.
* Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff, volunteers, or service users in accordance with SJAC’s Health and Safety policy.

**Person specification**

This is a specification of the experience, skills, etc. that are required to effectively perform the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

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| Requirements: | Essential: | Desirable: | Method supporting assessment: |
| Educated to degree level or equivalent in a subject relevant to the role | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form |
| Postgraduate qualification in HR or relevant subject |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application form |
| CIPD Level 7 qualification (or working towards) or equivalent level |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  |
| Accredited Member of CIPD – level 5 | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form |
| Evidence of continuing professional development (CPD) | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form |
| Experience | | | |
| Experienced and established HR professional at a management level | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Experience of managing a diverse range of employee relations issues including organisational change/restructure, disciplinary, grievance, capability and harassment, absence including advising on investigations and hearings. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Experience of e-HR systems and track record of HR automation to enhance user capability, experience & delivery of business benefits. |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application form/interview |
| A proven record of leading people and building productive teams, with a focus on constructive feedback and growth mindset. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Experience of managing compliance and HR Metrics and reporting these in an effective manner | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Considerable experience with HR information systems and reporting | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| An incredible knack for problem-solving and navigating challenges in a fast-paced, growing and rapidly changing environment. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Skills, Abilities & Knowledge | | | |
| Advanced knowledge of current best practise in people management and employment policies, procedures and legislation in the UK, including TUPE regulations. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Skilled & confident in reviewing, understanding & appropriately applying complex documents, policies & processes, including legal documents. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Able to prioritise high volume workloads and multiple deadlines | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| High level of interpersonal, influencing and communication skills | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Must be able to maintain strict confidentiality. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Proactive and dynamic – ‘makes things happen’ action bias; high-degree personal accountability; self-managing and self-starting; drive and motivation to follow through and meet deadlines. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Flexible and resourceful – adaptable to unplanned, fast changing or ‘less than perfect’ situations; tolerant of and calm in un-controllable situations and circumstances. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Engaging communicator (written & verbal) across a wide audience | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Open to challenge and willing to challenge; direct; clear and persuasive; simplify complex or confusing situations into concise narrative. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Team builder and coach – inspires and supports others; ‘team first’ attitude. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| A good knowledge of effective and best practice recruitment and selection practices. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Skilled in project management, strategic thinking and problem solving. |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application form/interview |
| Knowledge of GDPR issues and how they relate to HR processes. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Knowledge and understanding of the charity sector |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application form/interview |
| Personal Qualities | | | |
| Creative and insightful – ‘big picture’; translate goals and objectives to milestones; | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Highly inquisitive and informed – intellectually curious, extending beyond functional area and expertise. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Open minded, collaborative and optimistic, yet realistic – solutions focused; broad business-based and practical perspective. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Respectful, professional bearing – sensitive to multi-cultural differences; build and maintain professional rapport with managers; unafraid to challenge contrary viewpoints with the tact and diplomacy | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Resilience and tenacity  Has integrity and self-awareness. Responds constructively to challenge. Uses initiative and has a can-do attitude. Overcomes obstacles and is resilient in the face of adversity. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Moral purpose  Has vision and a sense of what is possible. Acts as a role model, displays compassion, and engages positively with a wide range of internal and external people/agencies. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Authentic leadership  Has integrity and is honest. Accepts own limitations & learns from own mistakes.  Is courageous, committed, and able to understand diverse interest groups and power bases. Shows political astuteness. Is visible and approachable. Is empathetic. Gives credit.  Notices negative or unsettling emotions and acts on them.  Inspires others. Motivates others.  Coaches and takes a facilitative approach.  Gives exposure to others. Holds others to account for poor performance. Encourages others to deliver on a shared purpose.  Takes people with them. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form/interview |
| Is compassionate. Appreciates others. Gives credit. Notices negative or unsettling emotions and acts on them. Inspires others. Motivates others. Coaches and takes a facilitative approach. Gives exposure to others. Holds others to account for poor performance. Encourages others to deliver on a shared purpose and takes people with them. |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application form/interview |

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