

## HR Manager – Citizens Advice Somerset

### Job Description and Person Specification

<b>Job Title:</b>	HR Manager
<b>Reporting to:</b>	CEO
<b>Hours</b>	25 – 37.5 hours per week
<b>Salary:</b>	£30,961 - £37,178 pro-rata per annum (depending on level of experience and qualification)
<b>Pension:</b>	5% employer contribution
<b>Location:</b>	Hybrid – home /office with travel to 4 main sites in Somerset (Yeovil, Taunton, Bridgwater and Shepton Mallet)
<b>The Role:</b>	<p>Reporting to the CEO and working closely with the Senior Leadership Team, the HR Manager will play a key role in creating a positive, effective and inclusive workplace. You will role model our values and work to the highest standards of openness, respectfulness and dignity at work.</p> <p>This role may provide line management to other staff as appropriate and guidance to the CEO, Senior Leadership Team and managers to support the organisation to maintain fair, consistent and compliant employment practices.</p> <p>The post holder will act as a point of contact for HR related queries and will be responsible for the operational delivery of the organisation’s HR functions. The post-holder will facilitate, administer and oversee compliance across all aspects of HR systems management including during recruitment, induction, probation/review and development ensuring records are maintained to high standards of accuracy and compliance.</p>

#### Key Responsibilities

##### Values, wellbeing and culture:

1. Actively live our organisational values and embed these in your work.
2. Support the CEO, Senior Leadership Team and Managers in selecting and promoting employee wellbeing initiatives.
3. Monitor and analyse absence trends and support initiatives to reduce absenteeism.
4. Work with senior management to assess and enhance staff and volunteer satisfaction and workplace culture.

##### Recruitment, induction and support with on-going development of staff and volunteers:

1. Co-ordinate and administer the recruitment cycle for all staff and trustees and support the volunteer recruitment process as required.
2. Ensure policies are consistently applied and compliant with legislation.
3. Ensure that appropriate ID checks, reference checks, DBS checks and right-to-work verifications are carried out in a timely manner and recorded accurately.
4. Co-ordinate and oversee implementation and recording of onboarding and induction

arrangements for new staff and volunteers and exit planning and closure for those leaving the organisation.

5. Assist line managers with their staff development activities, performance management and other support for staff and volunteers.
6. Administer and support managers to complete staff exit interviews and track data to inform the Workforce Development Plan.

#### **Employee Relations and People Management Support:**

1. Assist in the management of employee relations including accurate recording of absence, capability, performance, grievance and disciplinary procedure.
2. Act as a key point of contact between the organisation and the external supplier of HR legal advice and support managers with employment issues and resolution pathways.
3. Support managers by ensuring that they are provided with clear advice and guidance on HR processes and employment issues (absence management, conduct, probation, performance, grievance etc).
4. Actively contribute to a positive working environment where dignity at work, inclusion, and staff satisfaction are upheld.
5. Support line managers to nurture and motivate volunteers and staff.
6. Act as a point of contact for sickness absence, HR concerns, and support in the resolution of day-to-day staff issues.
7. Facilitate and support confidential discussions with members of staff to provide wellbeing support and uptake of internal or external resources where appropriate ensuring that sensitive matters are handled with professionalism, care and dignity.

#### **HR administration and compliance**

1. Ensure up-to-date and accurate HR records are maintained; processes and systems completed including attendance, leave, contracts, and any other information.
2. Support the organisation to draft and update appropriate employment documentation including contracts, HR communications, role profiles etc.
3. Liaise with the Head of Finance to ensure that payroll records are accurate and HR changes are fed into the monthly payroll.
4. Assist with the administration and management of HR related functions in the organisation.
5. Work with others to review HR and people related policies and provide reports to managers and trustees.
6. Support managers to implement and understand internal policies, procedures and expectations and ensure that staff and volunteers are fully aware of policies and practice
7. Assist with the monitoring and compliance records for mandatory training.
8. Administer and maintain the organisation's Employee Assistance Programmes liaising with third party suppliers.

#### **Other Responsibilities:**

1. To work collaboratively with the Senior Leadership Team and other managers to support effective organisational operations.
2. Keep up to date with legislation and maintain your training and development.
3. Maintain confidentiality and professionalism in all HR related matters.

4. Ensure that HR practice reflects the organisation's values, legal compliance and best practice.
5. To undertake other duties as required.

Please note that the key responsibilities do not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.

<b>Person Specification - About you</b>		<b>Essential / Desirable</b>
<b>1.</b>	At least 2 years of experience of working in a dedicated HR role and a strong working knowledge of UK employment legislation and HR best practice	E
<b>2.</b>	CIPD membership and a recognised HR qualification (level 5 or above)	E
<b>3.</b>	Experience of the development and implementation of personnel related policies and practice	E
<b>4.</b>	Excellent written and verbal communication skills and the ability to work collaboratively and supportively with others in the organisation	E
<b>5.</b>	Proficient in the use of HR management systems and office software (MS 365)	E
<b>6.</b>	Demonstrable experience of supporting and assisting staff and volunteers in an HR capacity and managing personnel issues sensitively and constructively	E
<b>7.</b>	The ability to demonstrate a flexible approach to your role and a willingness to work effectively with others as part of a wider team	E
<b>8.</b>	Demonstrable experience of advising and supporting managers on people management, performance issues and HR best practice	E
<b>9.</b>	In-depth understanding of GDPR and its relevance when maintaining confidential HR records and systems.	E
<b>10.</b>	An excellent understanding of equity, diversity and inclusion, with a commitment to the aims and principles of Citizens Advice.	E
<b>11.</b>	Experience in a similar role in a volunteer-based VCFSE organisation.	D
<b>12.</b>	Experience of workforce planning, staff satisfaction survey and pay review processes.	D