

JOB DESCRIPTION

Job title: HR Manager

Reports to: Corporate Services Director

Line Management: HR Advisor & CS Coordinator

Location: London (Hybrid)

Job summary

Collaborate with senior management to develop HR strategies aligned with the Trust's goals and objectives.

Assess current HR policies and practices, identify areas for improvement, and implement necessary changes.

Oversee the recruitment process, from sourcing candidates to conducting interviews and making hiring decisions.

Develop effective onboarding programs to ensure new employees integrate smoothly into the Trust.

Foster a positive work environment by promoting open communication, conflict resolution, and employee engagement initiatives.

Address and resolve employee concerns, grievances, and disciplinary issues in a fair and consistent manner. Provide guidance to line manager

Implement performance management systems to facilitate goal setting, regular feedback, and performance evaluations.

Provide guidance to managers on performance improvement plans and career development opportunities for their team members.

Identify training needs across the Trust and design relevant learning programs to enhance employee skills and knowledge.

Collaborate with department heads to ensure employees receive adequate training to excel in their roles.

Manage the compensation and benefits programs, ensuring they remain competitive and aligned with industry standards.

Conduct regular salary reviews and provide insights on rewards and recognition initiatives.

Stay up to date with employment laws and regulations, ensuring the Trust's HR policies and practices remain compliant.

Handle HR-related legal matters, working closely with external legal advisors when necessary.

Develop and track HR metrics to assess the effectiveness of HR initiatives and provide insights for continuous improvement.

Prepare regular reports for senior management on HR trends, employee turnover, and other relevant HR data.

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications / Education		
Bachelor's degree in Human Resources, Business Administration, or a related field. A master's degree is a plus.		X
CIPD level 7		X
Knowledge, Skills & Experience		
5 years' experience as a HR Manager or HR Generalist	X	
In-depth knowledge of HR principles, practices, and employment laws.	X	
Strong leadership and communication skills with the ability to build rapport at all levels	X	
Excellent problem-solving and decision-making abilities, with a focus on driving results.	X	
Experience in talent acquisition, performance management, employee relations, and HR compliance.	X	
Strong experience handling complexed employee relations cases	X	
Change management experience	X	
Proficiency in HRIS and other HR-related software applications.	X	
Housing sector experience		X
Understanding of armed forces charities and links would be advantageous		X
Personal Qualities		

Adaptable, thriving in a dynamic and everchanging HR environment.	X	
Highly tenacious, persistently pursuing HR goals and overcoming obstacles to deliver outstanding results	X	
Self-motivated, unafraid to challenge and be challenged, lives organisational values	X	
Cultural awareness and appreciation for diversity, fostering an inclusive and supportive working environment	X	
A problem solver, with clear evidence of a proactive, collaborative & agile mind-set	X	
Resilience to handle pressure and bounce back from setbacks, maintaining composure in demanding situations.	X	
Comply with responsibilities regarding safeguarding & training	X	
Clear identification with charitable purpose and tireless working for beneficiaries		X