

Role: HR Manager
Grade: Band 7
Reports to: Chief Operating Officer
Responsible for: Central Administrators

Role summary:

To manage the HR function for Peninsula Dental Social Enterprise (PDSE) working autonomously with access to external HR / legal support where required. The role holder provides first line HR support for all HR related functions to all employees, managers, and the Board.

Lead the development of the HR operations, service and strategy to ensure there is a culture of continuous learning and improvement, customer focus and service excellence.

Ensure the HR operations function is compliant with CQC standards, current employment legislation and best practice.

Ensure the operational HR function creates an efficient and effective impression of the organisation to managers, colleagues, potential employees and the general public.

The role holder will also provide first line management to the central administration team, including day to day direction, performance management, appraisals, and liaising with other managers to ensure the team are maximising value.

Key accountabilities:

- Review and develop HR processes in line with employment law and best practice and ensure this is communicated effectively across the organisation
- Lead on Wellbeing
- Drive performance through HR
- Responsible for design, development and maintenance of HR policies
- To oversee the recruitment process, including during organisational change, supporting own team and organisation staff accordingly
- Chair HR related forums and meetings such as HR Strategy and Staff Consultative Groups
- Work with finance and operational managers to ensure operational and financial value is maximised through the HR function
- Support senior managers and directors to develop the optimum establishment for PDSE and manage recruitment processes to ensure these remain within agreed budgets
- To attend informal/formal meetings and/or hearings as necessary and advise on management reports and correspondence in accordance with PDSE procedures
- To assess options, advise, and support managers in all employee relation cases, from preparation and investigation through to hearings and appeals. Attending meetings with staff, managers and staff representatives
- To take notes at meetings, ensuring the high standard of note taking and record keeping
- Analyse sickness, ensuring managers are following and effectively progressing with absence management processes as staff reach trigger points

- Maintain thorough knowledge of employment law and changing working practices, and anticipate and react accordingly considering any implications for PDSE
- To lead and deliver projects across both HR and the wider organisation
- Work independently having responsibility for a wide range of potentially contentious, complex issues where no standard procedures or precedent applies and to develop and deliver creative and innovative solutions that respond to the needs of the organisation
- Support day to day administrative function of organisation, administering documentation, managing databases and HR software, ensuring accuracy
- Support any other HR or relevant business-related needs

Measures of success:

- Successful delivery of key priorities and objectives agreed with manager and as part of the performance development review
- Ability to meet deadlines
- Meeting all HR and other statutory or regulatory requirements
- Produce reports and metrics
- Effective team delivery
- Positive customer and stakeholder feedback

Knowledge, Education and Training:

- Level 5 or 7 CIPD qualification (or equivalent), or working towards this
- CIPD Professional Registration
- Excellent numeracy and literacy
- Computer literate including competence with Microsoft Office and ability to learn specific business systems

Experience:

- Significant operational HR experience, providing advice on all employment related matters
- Experience of handling grievance and disciplinary, performance management and sickness absence issues
- Experience of developing, writing and implementing employment related policies and procedures. Significant experience of working in a busy HR environment with your own case load
- Ability to manage conflicting demands
- Experience of involvement in change management programmes
- Office administration, creating and maintaining good user-friendly office systems and processes
- Using office IT systems

Skills

- Proven experience of providing accurate and appropriate management information
- Proven ability to develop and maintain effective individual, team and stakeholder working relationships
- Excellent communication skills that influence and persuade inspiring trust and confidence
- Leadership and management skills
- Excellent interpersonal, communication and presentation skills, both verbal and written
- Attention to detail and accuracy
- Problem solver

- Understanding of how internal processes can impact on organisational performance

Behaviours

- Demonstrates self-leadership and leadership of others
- Develops self and others to deliver
- Leads and operates effectively in times of change
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Demonstrates a sound business judgement

This post involves regular travel to all the DEFs, and to other sites to attend meetings as required. The ability to travel independently around the Peninsula is essential.

The role is subject to an enhanced Disclosure and Barring check