

# HR Manager Job Description

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| <b>Department:</b> | People and Performance                         |
| <b>Reports to:</b> | Director of People and Performance             |
| <b>Managing:</b>   | Line management may be required in due course  |
| <b>Salary:</b>     | £36,050  |
| <b>Hours:</b>      | Full time, 35 hours per week, Monday to Friday |
| <b>Duration:</b>   | Maternity Cover (1 year)                       |

## About CFG

CFG is a charity that supports all charities and social change organisations to make the biggest difference possible. We do this by supporting them to make the most of their money and resources, by putting financial leadership at the heart of their decisions.

We strive to upskill the sector, and are working to create a more supportive operating environment. If you want to know more about how we do this, visit our website at [www.cfg.org.uk](http://www.cfg.org.uk).

## Our values

Our values define who we are as people and who we are together as CFG. The work we do is important and how we do it is just as important to us. We work on the basis people can be taught skills and gain experience so we want to know if you share our values and beliefs. The CFG team worked together to create values that they believe embody who they are as individuals and how they want to work together as a team to achieve CFG's goals.

We are:

- Aspirational, and brave
- Emotionally authentic, vulnerable and considerate
- Innovative and creative
- Accountable and trustworthy
- Collaborative and supportive
- Active and continuously improving
- Adaptive and resilient

## Are you who we are looking for?

We are looking for someone that is eager to develop a career in HR. You will be passionate about the positive impact a well-run HR function can have on an organisation, and be willing to take on new challenges as they arise.

The ideal candidate will thrive under pressure, enjoy problem solving and demonstrate excellent judgement in complex situations. This role is varied and will require someone who is proactive and confident developing and learning on the job. A great candidate will maintain a positive, can-do attitude even when the going gets tough and displays outstanding self-awareness.

### **The essentials – You will:**

- Be an excellent communicator able to liaise with a variety of stakeholders;
- Self-motivated, extremely well organised and able to prioritise your workload accordingly;
- Be solutions focussed and seek out ways to improve processes in the team;
- Be a team player and work seamlessly with the wider team;
- Be open, approachable and a firm believer in continuous development.

### **Demonstrate CFG values by;**

- Bringing your whole self to work when working with colleagues and external partners, being open and honest;
- Being open minded and happy to embrace change;
- Motivating others and demonstrating enthusiasm about the impact we can have;
- Working hard to exceed expectations and ask for help when needed;
- Collaborating with colleagues and actively sharing knowledge;
- Giving feedback constructively;
- Being resilient and readily willing to adapt to an ever changing environment.

## The role

HR managers provide a comprehensive HR service which ensures that managers and employees are equipped with best practice to foster a high performance culture. The HR manager can expect their role to be hands-on and will be required to assist with the management of People and Performance and the delivery of strategic objectives.

## Specific Responsibilities

### **Organisation design**

- Lead on reviewing the design of teams as and when people or activities change, ensuring they are always fit for purpose and working effectively.

- Support the Director of P&P to ensure the organisation is appropriately designed to deliver maximum impact in the short and long term.
- Feed into the development of the overall People and Performance strategy and develop and deliver individual strategies on specific areas of HR.

### **Resourcing and talent planning**

- Manage the recruitment process from supporting the development of job descriptions, managing advertisements, liaising with recruitment consultants, arranging interviews and interviewing where necessary.
- Administering new starter inductions and facilitating CFG team wide induction process, as well as supporting managers through the probation period

### **Learning and development**

- Build individual and organisational capability and knowledge to meet current and strategic requirements
- Discuss training and development needs with individuals and managers and identify appropriate options.
- Manage the annual review process on a yearly basis

### **Performance and reward**

- Help create and maintain a high-achieving organisation culture by delivering programmes that reward and recognise key employee capabilities, skills, behaviours, experience and performance, and ensure that reward systems are market-relevant, fair and cost-effective.

### **Employee engagement**

- Work to strengthen the connection that all employees have with their work so that employees feel more fulfilled work and make a greater contribution towards organisational objectives, giving particular attention to good leadership and management.
- Be a first point of contact for staff to discuss any problems they are encountering, collect relevant information and discuss solutions

### **Service delivery and information**

- Managing complex employee relations casework including dispute resolutions, disciplinaries, grievances, absence, retirement and redundancy
- Advising employees and managers on the terms and conditions of employment and knowledge share best practice with them, making recommendations where necessary
- Ensure customer-focused HR service delivery excellence across the entire employee lifecycle, applying exceptional process and project management to enable effective and cost efficient HR service delivery; providing the organisation with meaningful analytics to enable business improvement.

- Collect information regarding staff absences, turnover, recruitment etc. in order to identify patterns of behaviour and provide information for the purpose of improving decision making
- Communicate relevant policies and procedures to staff to ensure they are clear and confident using them.
- Maintain personnel records; hard copies and online in accordance with Data Protection regulations.
- Administering payroll and pensions on a monthly basis, seeking ways to improve these and related processes

### **Additional responsibilities**

- At all times, work proactively to promote CFG's equal opportunities policies, both in respect of service delivery and employment issues; and to ensure the health, safety and welfare of the post-holder, colleagues, members and visitors.
- Participating in the implementation of specific projects, procedures and guidelines to help align the workforce with the strategic goals of the organisation.
- Support the development of cross-function working.
- Cover for colleagues when necessary.

### **Person Specification**

|                  | <b>Essential</b>  | <b>Desirable</b>  |
|------------------|---|---|
| Qualifications   | Excellent standard of education including Maths and English GCSE  | Educated to degree level of equivalent experience<br>Relevant HR qualifications |
| Experience       | Experience in a hands on HR role  | Experience of line management   |
| Skills/Abilities | Excellent command of English language, both written and verbal<br>Excellent administration skills<br>Attention to detail<br>Problem solving<br>Good judgement, demonstrating empathy and reason in decision-making, even when under pressure<br>Self starter, able to use own initiative<br>Ability to prioritise and manage workload | Coaching style<br><br>Financially literate and able to manage budgets           |

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|                         | People skills and strong ability to build relationships<br>Quick learner<br>Comfortable with confidential information                  |  |
| Knowledge/Understanding | Working knowledge of relevant employment law<br>At least intermediate level use of Microsoft Office (Word, Excel, Outlook, PowerPoint) | Knowledge of the not for profit sector |
| Disposition             | Team player<br>Positive<br>Flexible and adaptable<br>Approachable<br>Multitasker<br>Comfortable working under pressure                 | Sociable<br>Confident                  |
| Other                   | Willingness to work outside of normal office hours occasionally  |  |