



Role Profile

The purpose of this document is to give a high-level description of the role, to enable you to have a reasonable understanding of what are the main responsibilities and objectives. In addition, the person specification indicates the skills and experience that you will need to be successful in this role.

Job Title:	HR Manager		
Directorate:	People	Department:	HR
Reports to:	Chief Executive		
Line management responsibility:	HR & OD Officers HR Apprentice		
Budgetary responsibility:	Yes Approximate amount: 200k		
Prepared by:	CEO		
Date:	January 2023		

Overall team / department purpose:

The purpose of the team is to provide strategic leadership, best practice frameworks and specialist support with regards to Human Resources, Communications and Marketing, Safety Assurance, Facilities management, ICT and Digital Data.

Overall role purpose:

Lead and support the HR team, ensuring delivery of an effective, efficient and customer focused service that delivers our ambitious people strategy. This will involve maintaining strong co-operative relationships with the management teams and key stakeholders across Brighter Places and seeking to continuously improve the service, particularly through championing the use of leading HR practice and technology.

Key working relationships:

Who?	How?
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Internally	
Direct reports	Line management, coach, support and lead
Line manager and other members of the Executive team	Keep fully informed and escalate as appropriate Provide regular performance reviews Promote and influence the take up of best practice Advise and guide Present proposals, solutions and ideas.
HR & OD directorate and other departments in Brighter Places	General leadership as a member of the executive team Leadership in specialist areas Full collaboration and open communication
Externally	
Our customers	Engage customers in projects and activities where appropriate Support high quality communication to and engagement with customers
Contractors and suppliers	Ensuring that requirements and standards are clear
Other agencies e.g. recruitment agencies etc.	Clear, open and timely information Clear terms of agreement

Key role responsibilities:

Corporate Responsibilities

- With an emphasis on strong and positive communications and corporate messaging, deliver agreed business objectives and strategic plans.
- Be an ambassador for the association, representing the association and creating a positive impression with all external stakeholders.
- Work with the Executive and Senior Management Team to support Brighter Places to respond to the changing external environment, appropriate opportunities and evolving internal priorities.
- Promote high performance and cross-team working both within the association and our external partners.
- Uphold our Equalities and Diversity Policies and ensure effective implementation and delivery relating to staff. Promote equality and diversity as part of the culture of the association.
- Take all opportunities to mitigate and manage risk to the association.

Functional Responsibilities

- Be responsible for all aspects of HR within Brighter Places and ensure that we deliver the People strategy through implementing plans and objectives for the HR team to ensure delivery.
- Working with the People Director to support Brighter Places to respond to the changing external environment, appropriate opportunities and evolving internal priorities through programmes of organisational transformation, culture change, and colleague engagement.
- Foster a culture of business partnering ensuring Brighter Places provides a proactive, professional and efficient HR service that is compliant with all employment legislation and best practice, providing general advice, coaching and support as required.
- Ensure best practice frameworks are in place for sourcing talent, developing colleague's and driving performance.
- Potential, engagement and providing mandatory and statutory training.
- Supporting the organisation by leading and advising on activities such as recruitment, induction, performance management, competency framework, attendance management, employee relations, and leading the team in supporting and advising line managers with these processes as required.
- Lead on the organisations approach to EDI, maximising inclusivity and diversity throughout the association.
- Support the People Director with the associations approach to reward, advising on pay, benefits and other remuneration issues, ensuring that the reward strategy supports colleague engagement and performance.
- Lead on Wellbeing and promote a wellbeing framework to support colleagues all at work.
- Adapt the employment framework to keep up-to-date with relevant legislation and pursue best practice.
- Provide support, guidance and advice to managers on all aspects of the employment framework, including understanding and implementing policies and procedures, performance management, capability, disciplinary and grievance.
- Oversee and support the creation and implementation of a communications and marketing strategy and plan that raises awareness, engages stakeholders and enhances customer service.
- Work with the Communications and Marketing team to provide a high quality internal communications for the organisation.
- Collaborate with the Safety Assurance team to ensure that colleague safety is a priority and that colleagues receive the relevant training, skills and knowledge required and that relevant records are retained.

- Ensuring Brighter Places has up to date and good quality HR policies, procedures and terms and conditions which are clear, consistent and applied effectively across the organisation.
- Lead on the implementation of any organisational staff structure changes
- Developing and maintaining HR information and filing systems that meet the needs of NGHA and are compliant with GDPR and data protection legislation
- Developing and maintaining an HR database providing accurate, meaningful and timely data, and report KPI and other management information to stakeholders as required
- Leading on employee consultation working with colleague forum, committees and teams to ensure colleague voice is reflected in our decisions
- Deputise for the People Director on HR related matters where required.

Standards and Reporting Responsibilities

- Determine and monitor standards of performance within the team and acting on feedback to drive improvements for the benefit of our people.
- Set, achieve and be accountable for team performance targets, including benchmarking performance externally.
- Effectively communicate relevant business and performance and assurance data to the team.

Leadership

- Deliver visible leadership across the association.
- Lead and engage your team and the wider association, ensuring colleagues are supported and trained to deliver their business and personal objectives.
- Motivate, inspire and influence others, providing effective leadership to support individuals and teams to develop and reach their full potential.
- Foster and promote a positive environment, listen to colleagues, encourage initiative and creativity and acknowledge individual contribution.
- Effectively communicate our business goals, strategy, and acceptable behaviour to all colleagues.
- Be responsible for communicating changes in policy and practice to our people.
- Contribute to all discussion and decision making relating to the association as well as representing your own area of expertise.

Responsibilities for us all:

- Work with all our colleagues, customers and stakeholders in a collaborative and supportive way that reflects our Values.

- Demonstrate a commitment to value for money and high-quality customer service in all that we do.
- Be an ambassador for the organisation, representing Brighter Places in a positive manner and creating a positive impression with all internal colleagues and all external customers and stakeholders.
- Contribute to Brighter Places being a diverse and inclusive organisation.
- Act at all times within laid down guidance and requirements in our Rules, Policies, Procedures, Standing Orders and Financial Regulations, the Code of Conduct and Colleague Handbook.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role and in your team.
- Be flexible to change within the organisation when necessary and provide assistance, if required. Undertaking any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

No role profile can be entirely comprehensive, and the post holder will be expected to carry out such activities that are required and are broadly consistent with the above role profile. Role profiles are subject to continuous review and will be updated on an ongoing basis subject to management discretion. Significant changes to the role will be discussed with job holders.

Values and Behaviours	
We are Human	We listen to people’s stories so they never feel like a cog in the machine. We keep our minds open and always take time to empathise and understand the needs of our communities, anyone who works with us and anyone who asks us for help. We treat people with respect and honesty. We collaborate with other associations to achieve our goals and we trust each other.
We Bring It	We think big. We work hard to achieve our goals and we’re always ready for the next challenge. We bring everything we’ve got to everything we do – so we can build the best communities possible.
We Speak Truth	We trust each other and we’re honest. Our working community is blame-free and supportive. This means we can make mistakes, own them, and learn from them without fear. We are open with the people we serve and we keep the conversation going.
We belong	We believe in diversity, equality, dignity and the freedom to be. Whoever you are, wherever you’re from and whatever your life story, you have a place in our communities. You are valued and you belong.

Person Specification

	Essential	Desirable
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Education & qualifications	<ul style="list-style-type: none"> • Educated to the equivalent of degree level / Professional HR qualification or substantial relevant work experience 	<ul style="list-style-type: none"> • Full Membership of the Chartered Institute of Personnel & Development
Experience, knowledge & understanding	<ul style="list-style-type: none"> • Management level experience in people leadership and organisation development • Significant experience in leading the development of the employment framework • Demonstrable experience of successfully managing a number of complex OD and HR projects and BAU tasks at the same time • Proven abilities in communicating clearly with and engaging colleagues particularly at times of change. • Experience of monitoring and managing budgets ensuring value for money • Experience of working with privacy and electronic communication regulations, data protection and GDPR regulations • Knowledge of relevant employment and related legislation and practice, including Health and Safety. • Knowledge and experience of leading HR change processes whilst mitigating the risks to the business. • Experience of providing a high quality HR service, including the provision of advice and guidance on a range of HR matters and the application of HR policy • Experience of leading and implementing organisational change, including culture 	<ul style="list-style-type: none"> • Experience of working for a Registered Social Landlord or housing related organisation. • Experience of working closely with communications and marketing team to deliver internal communications • Knowledge of the regulatory environment for housing associations. • A working knowledge of Health and Safety systems.

	<p>change, organisational development and revised working practices.</p> <ul style="list-style-type: none"> • Experience of managing complex HR issues, including disciplinary and grievance matters and conducting investigations. • ☑ Experience of developing and delivering organisational and individual training plans • Experience of writing and implementing HR policies and strategies including knowledge of good practice • Presenting reports and information to Committees or Boards, or similar at senior level. 	
<p>Skills & abilities</p>	<ul style="list-style-type: none"> • Highly competent in MS office • Highly confident with data analysis, interrogating and manipulating data to spot trends and manage performance • Able to influence all levels of colleagues to influence, achieve buy in and cooperation • Excellent and engaging communication skills, both spoken and written • Effective project management skills 	<ul style="list-style-type: none"> •
<p>Personal characteristics</p>	<ul style="list-style-type: none"> • A confident, dynamic and supportive leader and team player. • Highly motivated, enthusiastic and dedicated. • High standards of integrity, fairness and professionalism and ability to build trust and respect throughout the organisation. 	<ul style="list-style-type: none"> •

	<ul style="list-style-type: none"> • Understand the aims and objectives of the Association and how they are underpinned by our values • Be committed and resilient and have a flexible and adaptable approach to work requirements. • Demonstrate professionalism and the ability to maintain confidentiality, and display impeccable conduct. • Demonstrate a commitment to fairness, equality and diversity. • Flexibility in working arrangements, including being willing and able to work outside normal working hours when required. • Can do attitude with a • Keen eye for detail. • Resilient when handling conflict. • Determined to go the extra mile. • Can deal with challenging situations calmly and assertively. • Drive and commitment to consistently deliver challenging targets. 	
Other	<ul style="list-style-type: none"> • Ability to travel independently to visit sites, properties etc. 	<ul style="list-style-type: none"> • Valid UK Driving License.