

## HR MANAGER - JOB DESCRIPTION

Job Title:	HR Manager
Salary:	£28,500.00 - £30,000.00 FTE
Hours of work:	35 hours per week (This may include occasional unsociable hours including working evenings and weekends)
Contract Type:	Permanent
Office base:	The Gateway, North Methven Street, Perth, PH1 5PP
Service:	Central Support
Responsible to:	Chief Executive Officer
Responsible for:	HR Administrator

### Purpose and outcomes

Reporting to the Chief Executive Officer the HR Manager at PKAVS is responsible for establishing HR operational excellence and for working in partnership, providing generalist operational HR support to the management team and service coordinators.

You'll help to shape, communicate, and implement the People Plan which will underpin the delivery of the organisation's vision, mission, and strategic objectives.

You'll be an expert in understanding and delivering what it takes to continue PKAVS as a great place to work and grow.

You'll have a real passion for people and for providing the team at PKAVS with everything they need to succeed in their roles. You'll be inspiring and self-motivated with the ability to communicate effectively and engage the team in understanding the importance of their role and in living our values day in and day out.

You will be an experienced HR leader with a true belief in people-first strategies as the first step in delivering the organisation's goals and objectives.

### Key strategic responsibilities

You'll lead on our key strategic theme of People & Culture – continuing to establish PKAVS as a great place to work, where morale is high, and we operate in a culture of openness and trust.

### Key operational duties and responsibilities

#### People Plan

You'll help to shape and set the direction for all critical HR processes and capabilities including recruitment, induction, learning and development, progress and talent development, employee engagement, change management, compensation and benefits and succession planning.

1. Align the People Plan with the delivery of the organisation's mission, vision, values, and strategic goals.
2. Drive communication, buy-in and inclusion in People Plan activities at all levels in the organisation.
3. Align and prioritise all People Plan initiatives and projects to the delivery of the strategic plan.
4. Identify, target, and monitor key performance indicators linked to the delivery of the People Plan.

5. Advise and work in partnership with the Management Team to achieve and maintain compliance with our moral, legal, and regulatory obligations.
6. Develop and maintain employment and health & safety policies and procedures including Employee, Health and Safety Handbooks and Employment Contracts.
7. Develop and support management and employee committees and consultative forums.
8. Maintain and manage our pay and benefits strategy.
9. Drive a culture of continuous improvement, aligned to our purpose, aspirations, stakeholder needs and values.

### **Recruitment and Career Development**

Work in partnership with the management team to ensure that we have the right people in the right place at the right time within our staffing budgets.

1. Meet with the Senior Management Team regularly to establish and monitor current and future employee resource needs across each of our services.
2. Provide proactive solutions to resource and fill skills and capabilities gaps in the team.
3. Facilitate the recruitment and selection process; coordinating communication between the organisation and job applicants by establishing up to date and cost-effective systems to advertise, correspond, sift, select, offer, and induct new employees.
4. Assist with the update of employment contracts and job descriptions.
5. Create job adverts in line with our Tone of Voice Guidelines and Values.
6. Advertise, screen prepare interview documents and selection processes and support with interviews where required.
7. Oversee a robust onboarding process for new employees at all levels.
8. Ensure that all reference checking and PVG membership updates are completed on a timely basis and communicated back to line managers.
9. Maintain applicant and employee records accurately on our HR software systems.
10. Coordinate and deliver the HR aspects of Day 1 of the induction process, ensure that all new starts experience a smooth transition into the organisation, the team, and their role.
11. Facilitate the progress reviews and career development plans and use the outcomes to create a succession plan and development process that will enable people to realise their career aspirations and provide ready talent for our critical roles.
12. Establish effective channels of recruitment that enable us to continue to practice equality, diversity, and inclusion in our recruitment practices.
13. Seek opportunities to promote our employer brand across the diverse communities in Perth & Kinross.
14. Process new starter and leaver documentation including exit interviews and associated feedback.
15. Ensure we are compliant and up to date with GDPR in all our employment practices.

### **Volunteer recruitment and coordination**

Establish a volunteer recruitment and development programme and processes that ensure each of the PKAVS services have a bank of people they can rely on to support the delivery of their services and events.

1. Meet with the Board and the Senior Management Team regularly to establish and monitor current and future volunteer resource needs across each of our services.
2. Provide proactive solutions to resource and fill volunteer gaps in the team.
3. Facilitate the recruitment and selection process; coordinating communication between the organisation and volunteer applicants by establishing up to date and cost-effective systems to advertise, correspond, sift, select, offer, and induct new volunteers.
4. Assist with the update of volunteer agreements and processes.
5. Create volunteer adverts in line with our Tone of Voice Guidelines and Values.
6. Advertise, screen prepare selection processes for services to meet with and agree on placements with potential volunteers.
7. Oversee a robust onboarding process for new volunteers at all levels including the Board of Directors.

8. Ensure that all volunteer reference checking and PVG membership updates are completed on a timely basis and communicated back to line managers.
9. Maintain applicant and volunteer records accurately on our Charity Log software system.
10. Coordinate and deliver the HR aspects of Day 1 of the induction process, ensure that all new volunteers experience a smooth transition into the organisation, the team, and their volunteer placement.
11. Facilitate the volunteer progress reviews and use the outcomes to establish a development process that will enable volunteers to continue to develop their skills while supporting our services.
12. Establish effective channels of recruitment that enable us to continue to practice equality, diversity, and inclusion in bringing volunteers into the organisation.
13. Seek opportunities to promote our volunteer brand across the diverse communities in Perth & Kinross.
14. Process volunteer new starter and leaver documentation including exit interviews and associated feedback.
15. Ensure we are compliant and up to date with GDPR in all our volunteer practices.

### **Learning and Development**

Help to improve the capability of the team at all levels by facilitating the progress review process and learning activities for employees and managers who are new to role, in-role and preparing for their next role in the organisation.

1. Coordinate and schedule the progress reviews between managers and their teams throughout the year.
2. Facilitate solutions that will develop the leadership capabilities of all line managers in alignment with our values.
3. Establish and maintain a learning needs analysis process for each employee in partnership with their manager and help to create an annual development programme and plan.
4. Collate, process and file all progress review documentation and feedback the findings of the learning needs analysis into the development plan.
5. Establish a timetable of statutory and mandatory learning and source, cost and coordinate all external training where required.
6. Establish and maintain a learning matrix and ensure that all statutory and mandatory training is complete and kept up to date.
7. Track and report on learning and training costs versus the budget.

### **Employee engagement**

Continue to put everything in place that creates a great place to work. Optimise the employee experience from the first to the last day of employment to drive continuous improvement in motivation and performance.

1. Coach managers to help them understand the components of a great place to work and how they can help their employees understand the whole picture and how their role contributes to the positive impact that PKAVS has on the people of Perth & Kinross.
2. Seek to understand the needs of the organisation and the team by conducting employee surveys and facilitating the team's follow up on the insights and the actions required.
3. Establish and maintain robust communication channels at all levels that ensure the whole team is always kept fully informed and up to date.
4. Establish and drive a culture of consultation and inclusion in the team to share organisational issues and seek solutions and ideas from the team.
5. Establish a recognition culture that ensures we catch people getting it right in relation to living our values.
6. Drive a culture of health and wellbeing in the team through initiating health and wellbeing activities and providing relevant training for management and staff.

### **Employment relations**

Act as the point of advice and contact for all HR and employment related queries, helping to prevent and resolve problems and disputes, providing advice and guidance to managers and coordinators to enable them to establish trust-based relationships with their teams and escalating issues to the appropriate person where required.

1. Coordinate formal and informal employment relations meetings, ensure that correspondence is correct and timely.
2. Advise on the creation of policies that are fair and consistent for everyone.
3. Liaise with our employment legal support provider on all formal employee relations cases.
4. Manage initial queries relating to employment grievances, disciplinary, pregnancy, maternity, paternity, adoption, parental leave, flexible working and fixed term contracts.
5. Manage and help to resolve complex employment relations cases.
6. Support the termination of contracts through resignation, retirement or dismissal ensuring that leaver forms are processed, company property is returned, exit interviews are completed and analysed and payroll is updated accurately.

### **Payroll**

Support all aspects of the payroll function, ensuring compliance with the latest relevant legislation, statutory filing deadlines and internal management reporting requirements.

1. Review and sign off the monthly collated payroll exceptions information and any input required from the managers or coordinators.
2. Respond quickly and work to resolve as a matter of urgency any pay queries from employees or managers.
3. Liaise with finance providers on an ongoing basis to reconcile the payroll costs with our staff costs budgets.

### **HR Administration and reporting**

Ensure that all administrative aspects of HR are always kept fully up to date and compliant.

1. Establish and maintain an HR scorecard that measures HR operational excellence and critical performance indicators.
2. Coach and support the HR Administrator to establish and maintain an HR records management system and process to ensure that employee and volunteer data is held and deleted in accordance with GDPR.
3. Maintain accurate employee and volunteer records in online folders including starters, leavers, PVG, contracts, establishments, contract changes, employment relations case logs, health, and wellbeing information etc.
4. Provide people reports, findings and recommendations to the Board and the Senior Management team on a cyclical basis.

### **Change implementation.**

Manage, enable, and support the implementation of all change projects by facilitating and coaching managers to deliver the change process effectively and provide communication and consultation tools that will inform and engage people in the change.

This job description is regarded as a guide to the accountabilities associated with the HR Manager role; additional or alternative tasks within the jobholder's capability may be required from time to time.

**Person Specification**

		Essential	Desirable
<b>Experience</b>			
E1	Appropriate training, qualification, and experience in HR management preferably in the third sector.	✓	
E2	At least two years of standalone Generalist HR Management experience.	✓	
E3	Track record of creating great places to work and of building strong employee engagement.	✓	
E5	Experience of leading and supporting an HR function and team.	✓	
D1	Strong leadership, influencing and coaching skills and the ability to work in partnership with and advise on all people situations where you are not the line manager.	✓	
<b>Knowledge &amp; understanding</b>			
E6	Good working knowledge of Employment Law.	✓	
E7	Knowledge and understanding of how each aspect of the HR Manager role and responsibilities fits together to deliver what the organisation needs in relation to its people.	✓	
E8	Computer skills and knowledge of a variety of HR software systems.	✓	
D2	Knowledge of the requirements for the coordination of payroll with outsourced payroll support.		✓
<b>Skills &amp; Attributes</b>			
E9	Time and priority management – balancing workload and time constraints while cooperating and collaborating effectively with colleagues.	✓	
E10	Excellent organisational, written, and verbal communication skills, including experience and confidence in public speaking, report writing and dealing with press and media.	✓	
E11	Able to demonstrate personal drive, adaptability, and responsibility, as well as absolute integrity, confidentiality, impartiality, and professionalism at all times.	✓	
E12	Able to carry out work using Microsoft Office programmes, Outlook for email and accessing the Internet.	✓	
E13	Able to evidence your commitment to Continuous Professional Development (CPD).	✓	
D3	Able to travel independently in the course of your work and have access to a car.		✓

**Additional Information**

Employer:	The post-holder shall be employed by Perth & Kinross Association of Voluntary Service Ltd. (a registered charity in Scotland SC 005561).
Location of Work:	This post will be based at The Gateway, North Methven Street, Perth, PH1 5PP or other sites/services as required by the organisation.
Responsible To:	Chief Executive Officer
Probation:	This post carries a 6-month probationary period.
Induction:	A planned Induction Programme will be offered together with relevant job specific training.
Offer of Employment:	An offer of appointment will be made subject to two satisfactory references, PVG check where appropriate, and eligibility to work in the UK.
Support and Supervision:	The post holder will receive regular support and supervision carried out by the Chief Executive Officer.
Holidays	PKAVS determines annual leave entitlement in hours and not days to ensure equity for all employees by ensuring that staff who work variable hours/shifts do not receive either more or less leave than colleagues who work a standard shift pattern. <b>On appointment – 238 hours</b> Equivalent to 34 days (28 days annual leave and 6 public holidays) <b>After 2 years – 252 hours</b> Equivalent to 36 days (30 days annual leave and 6 public holidays) <b>After 3 years – 273 hours</b> Equivalent to 39 days (33 days annual leave and 6 public holidays) Please note that annual leave hours stated above are based on you working full-time. This will be calculated on a pro rata basis for part time staff.
Pension Scheme:	PKAVS Ltd operates an auto enrolment pension scheme.

**PKAVS is an Equal Opportunities employer.**

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_