

# JOB DESCRIPTION

<b>Post Title:</b>	<b>Head of Human Resources</b>
<b>Employer:</b>	<b>Hendre Limited and Subsidiaries</b>
<b>Responsible to:</b>	<b>Director of Corporate Services</b>
<b>Responsible for:</b>	<b>Human Resources Department</b>

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## **Main Objectives of the Post**

- To lead the HR Team in delivering a Human Resources service for the Group to defined service standards, timescales and budgets.
  - Advise, guide and support the Executive Team in adopting best HR Practice across the Organisations and ensure policies, procedures and practices conform with current employment legislation.
  - Develop and implement successful Human Resources strategies that support the long term growth and transformation of the organisation
  - Contribute to the wider development and overall success of the Group through proactive working with the Executive Team, strong leadership as well as commercial and financial awareness.
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## **Key Responsibilities and Accountabilities**

### **Strategic:**

Develop and implement Human Resources strategies for:

- Pioneering a new concept recruitment service delivery model which will provide people for the business with the right skills, in the right place at the right time, enabling the Organisation to respond quickly to changing demand.
- Pay equality.
- Identifying, developing, engaging, deploying and retaining talented employees.
- Succession planning.
- The annual Group Training Plan.
- Strong performance management culture that reinforces the organisation's required behaviours.
- Pay and reward.
- Organisational development and change.
- Employee communication.
- Develop and communicate management advice and guidance to ensure successful implementation of these strategies

- Maintain and where appropriate draft new HR policies and procedures that support the business also ensuring that the Organisation complies with statutory requirements.

### **Operational:**

Deliver a proactive and customer focussed service with particular emphasis on:

- **Recruitment:** establish and maintain a recruitment centre of excellence. Manage all aspects of the recruitment process from manpower planning to interviewing and induction. Monitor diversity and act on results.
- **Policies and Procedures:** maintain best practice HR policies and procedures that comply fully with statutory requirements. Proactively ensure that policies and procedures are in operation across the Organisation. Communicate policies and procedures to staff through the Handbook.
- **Employee Records:** maintain accurate employment records that meet data protection standards.
- **Quality standards:** pursue and renew as appropriate quality standards within Hendre and the Group.
- **Consultation and Negotiation:** Lead on all relevant employee consultation including Union engagement in conjunction with other executives and managers.
- **Learning and Development:** support Managers and Directors in setting learning and development budgets. Monitor expenditure with timely interventions on budgets where appropriate. Organise Personal Development Reviews for the Group. Arrange training provision, monitor effectiveness and take action as appropriate. Maintain accurate training records. Analyse and provide management information with recommendations.
- **Tendering and Contracts:** effectively manage and monitor any external tendering and contracts for the delivery of services eg training providers.
- **Board Reports:** provide regular reports to the Board and Management Team on performance and measures for performance improvement.
- Ensure effective management and administration of all employee records and payroll data including budgets to Data Protection standards. Oversee management and administration of pension schemes.
- Ensure compliance with the Association's policies and procedures on health and safety, equality and diversity. Also ensure that these remain compliant with statutory requirements.

### **Leadership:**

- Demonstrate strong leadership and the application of good commercial skills. Prepared to challenge and question all levels where appropriate.
- Ensure HR systems and procedures enable the Association to achieve high performance and quality standards, and recommending changes where appropriate.
- Lead the HR Team in delivering a high performance customer focussed service to achieve the Organisation's objectives.
- Motivate, performance manage and develop each team member to reach their full potential.

- Accountable for own self development and maintaining continuing professional development activities in order to keep up to date with emerging business trends and best practice.
- Take decisions on all HR team budgets agreed by the Board.

**Responsibilities:**

Departmental budget  
Training and Development budget  
Payroll budget  
Reporting staff numbers

## **PERSON SPECIFICATION: HEAD OF HUMAN RESOURCES**

### **Leadership**

- Proven track record in the effective leadership of staff – inspiring, motivating, performance managing and developing.
- Work effectively under pressure and adaptable to rapid change.
- Use initiative to work independently or collaboratively as appropriate to develop ideas.
- Possess the authority, credibility and integrity to command respect at all levels including external contacts.
- Experience in engaging staff in change.
- Plan and prioritise effectively to achieve demanding targets and deadlines.

### **Communication**

- Experience in successfully leading employee and union consultation and engagement.
- Communicate effectively at all levels within the organisation and with relevant external bodies.
- Translate change management principles into effective operational plans.
- Experience of negotiating with suppliers and management of external providers eg training.
- Strong presentational skills and capability to promote a positive image of the Organisation to a wide range of individuals and external contacts.
- Experience of developing and delivering communication plans to support change programmes.
- Skilled communicator with high standard of report writing.

### **Strategic and Business Management**

Experienced in developing and implementing Human Resources Strategies including:

- establishing and managing a recruitment function
  - significant organisational change
  - a performance management culture
  - an equal pay strategy
  - training, development and succession planning programmes
  - pay and reward strategies.
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- Strong project management skills
  - Evidence of developing and leading employee communications
  - Substantial experience managing and leading a HR function
  - Understanding and experience of promoting equality and diversity in employment and service delivery

## **Teamwork and Relationships**

- Promotes inter-departmental teamwork and sharing of ideas to achieve the organisation's goals.
- Builds team spirit, morale and high performance and actively encourages cross functional co-operation for the benefit of the organisation.
- Effective in openly recognising team achievements sharing successes and praise with them.
- Effective in addressing and resolving conflicts within the team or across functions.
- Ensures departmental goals and activities are consistent with long term organisation objectives.

## **Experience/Qualifications/Skills**

Significant senior level management experience leading a HR function.

Full membership of CIPD.

Management qualification [MBA] desirable.

IT literate.

Ability to analyse and interpret financial information.

Full, current UK licence and use of a vehicle.

## **TERMS AND CONDITIONS: HEAD OF HUMAN RESOURCES**

1. The salary for this position will be circa £50,000 per annum. A cost of living rise is awarded on 1 January each year.
2. The hours of work will be 36 per week by agreement with management.
3. Please note that the Company reserves the right to alter the arrangement of these hours if it is in the best interests of the Association to do so.
4. Your minimum paid holiday entitlement will be 28 days per annum plus bank holidays. In addition to the basic entitlement, staff with more than two years' continuous service at the beginning of their leave year will qualify for one additional day's leave for each following complete year of service up to a maximum of ten working days.
5. Employees are entitled to join the company's pension scheme with Scottish Widows three months' after commencement of employment. Details of contributions are:
  6. Employer: 10%
  7. Employee: A minimum of 2% although additional voluntary non-contributory contributions can be made [up to the statutory maximum].
8. After five years in the scheme, the scheme becomes non-contributory [optional] and Hendre will contribute 12% of your salary.
9. On appointment you will become a member of Hendre's Group Life Insurance Scheme which entitles your next of kin [or whomever you nominate] to receive a sum of money equal to twice annual salary in the event of your death whilst an employee of the Company.
10. On appointment you will be invited to join Hendre's Private Medical Insurance Scheme which is free of charge. Please note this benefit is tax deductible. Furthermore, your spouse/partner/children are also eligible to join this Scheme which will be at a cost to you. Details available on appointment.
11. You will be required to be in possession of a current, valid UK driving licence and provide your own vehicle. You will be reimbursed for mileage undertaken on the Company's business under the Fixed Profit Car Scheme under which Hendre can pay tax free mileage allowance. For 2009/10 this allowance is 40p per mile for the first 10000 miles and 25p per mile thereafter.

**CLOSING DATE FOR ALL APPLICATIONS:**

**THURSDAY 2<sup>ND</sup> APRIL 2009**