



## HUMAN RESOURCES MANAGER

<b>Department:</b>	Human Resources
<b>Job title:</b>	Human Resources Manager
<b>Accountable To</b>	Director of HR & Volunteering
<b>Based at:</b>	Head Office
<b>Salary:</b>	Up to £42,000

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.



### Job Summary

Rainbow Trust aims to be a High Performing organisation. This role will support the development and the delivery of Rainbow Trust's people strategy for employees and volunteers, to support a high performing culture and help shape the organisation for future growth.

The HR Manager will oversee the operational management of the HR department, ensuring the provision of an enabling and supportive service which is customer focused, effective and professional. This is a broad role within a small team, and will require input on all elements of HR, including advising on all aspects of employment and management of staff, administration and deputising for the Director of HR and Volunteering.

The HR Manager will ensure best practice is followed in recruitment and selection, on-boarding and induction, performance management, employee relations, absence management and record keeping.

The post holder will observe strictest confidence and live the Rainbow Trust Values.

## Areas of Responsibility

### (specific to role)

- Lead on HR policy development. Review, develop and implement HR policies and documentation consistent with organisation requirements and existing legislation.
- Ensure fair and timely recruitment to reduce vacant positions, including writing Job Descriptions, Person Specifications and compelling advertisements
- Provide proactive, professional HR coaching, support and advice to managers and staff on all matters relating to HR to support an engaged workforce and high-performance culture
- Using initiative and judgment, lead on Employee Relations issues
- Maintain up to date knowledge of employment law to ensure Rainbow Trust is compliant in its policies and practices
- Work with the HR Director to enhance and deliver 'Management Essentials' workshops and other internal training across the organisation
- Work with the HR Assistant on the staff exit process, ensure feedback is collected and analysed/acted upon and shared with the HR Director and relevant managers
- Utilise full functionality of the HR system to maximise efficiencies and improve the effectiveness of the HR function
- Manage employee surveys and work with the HR Director to feedback results to the organisation
- Support People Planning process by monitoring employee development and talent management plans, producing clear reports to measure effectiveness
- Lead on strategic initiatives such as the Employee Wellbeing Programme (Feel Good) to increase staff wellbeing and maintain a good staff retention rate
- Ensure that Equality Diversity and Inclusion principles are embedded across our HR practice
- Liaise with the Finance Team to produce monthly HR-based Payroll updates, covering all changes to staffing which have an impact on the payroll process
- Work with Finance Team and the external payroll provider in ensuring the pension auto enrolment process is managed effectively and in line with legislation
- Produce monthly HR KPI reports, supporting the HR Director with workforce information
- Review internal processes and make recommendations for improvement/feedback to people managers to ensure best practice is followed
- Support the HR Director on ad hoc HR related projects and initiatives, providing advice and best-practice solutions

# General Responsibilities



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

## Leadership and Strategy

- Provide expert guidance and direction for staff, volunteers and interns
- Act as representative of the charity to a variety of external and internal audiences and in different contexts; acting as an ambassador for the organisation
- Proactively develop relationships in the sector and maintain awareness of sector developments and campaigns to drive forward an innovative team culture
- Take responsibility for own professional development
- Demonstrate behaviours that promote Rainbow Trust values

## Operational and Project Planning

- Contribute to the annual programme of HR activity aligned to Rainbow Trust's Strategic Plan
- Report KPIs and performance against targets on a monthly basis
- Take individual responsibility for agreed objectives, targets and budgets
- Monitor project and work programme progress and report any variance
- Organise own time and resources effectively and use initiative

## Working with Customers and Service Delivery

- Maintain effective relationships with donors, supporters, media representatives and suppliers
- Promote the use of relevant Psychometric testing in employment practices to foster effective team working
- Maintain effective relationships with supporters, suppliers, contractors, and other key external agencies
- Relay information via the required internal mechanisms
- Deliver direct services to both supporters and colleagues to acceptable professional standards and corporate guidelines
- Negotiate with suppliers to ensure best value for money
- Report any complaints received to the team from supporters, suppliers or any other external or internal contact.

## Developing, Maintaining Systems and Procedures

- Report against plan monthly, identify variance and make appropriate recommendations
- Ensure that data relevant to area of responsibility and activity is appropriately recorded and stored in HR database
- Ensure compliance with data protection guidelines, GDPR, confidentiality, employment law and corporate policy. Acting as the HR Lead in GDPR
- Ensure regular data cleansing is actioned and contacts are current

## People Management and Development

- Recruit and retain high calibre volunteers and interns through effective supervision (following best practice guidelines for managing volunteers/interns)
- Identify appropriate volunteers to maximise HR capabilities and provide them with clear guidance and support
- Manage the HR Volunteer / intern ensuring they remain engaged and are well supported

## Team Working and Collaboration

- Contribute professional knowledge and expertise to teams and department development, service delivery, monitoring and evaluation
- Collaborate effectively with all teams to deliver on priorities and objectives
- Act as a source of knowledge and expertise to colleagues
- Champion business improvement and people development initiatives
- Provide guidance and support to junior staff members and volunteers
- Proactively participate in team meetings and staff conference
- Contribute to team building initiatives and activities

## Special Conditions

- Some UK travel will be required from time to time
- All staff have a responsibility to maintain an up-to-date knowledge and awareness of issues around the safeguarding of children, through (at least) the completion of the relevant training, at a level commensurate with their role
- All staff must adhere to, Rainbow Trust's safeguarding policies and procedures
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of the HR Director.

# PERSON SPECIFICATION

## Human Resources Manager



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

### ESSENTIAL

### DESIRABLE

#### Experience

(Previous roles, types of organisations)

- Experience of leading on HR initiatives
- Professional experience of working in an HR department
- Experience of leading complex employee relations cases, providing sound HR advice judgment
- An effective leader, coach and/or mentor who can adapt their leadership style to suit any given situation
- Experience of developing HR Policies
- Experience in working in a small team with demonstrable flexibility and adaptability to support team deliverables

- Experience of developing training content and delivering training sessions

#### Special Competencies

(Specific job-related skills knowledge understanding)

- Strong interpersonal skills with the ability to interact and develop effective relationships with a wide range of people
- Good knowledge of UK HR and employment legislation
- A collaborative and participative approach to inspire motivated team working
- Fully IT literate using the MS Office package with a strong understanding of HR systems and processes
- Knowledge of working to performance indicators, including monitoring and reporting on outcomes, analysing performance information and identifying corrective action

- PI Licensed analyst
- Knowledge of Staffology

#### Disposition

(Influence over others, dependability, self-reliance)

- Outgoing and friendly communicator, with an empathetic approach
- Compassionate and able to give sound and appropriate support and advice to people at different levels
- Comfortable with pressure and challenge - works with a sense of urgency, taking the initiative to get things done.
- Helpful and supportive team member - works collaboratively
- Conscientious and disciplined approach to work, well organised and can manage and plan daily workload.
- Applies high level of attention to detail and produces high quality work.

# PERSON SPECIFICATION

## Human Resources Manager

### ESSENTIAL

### DESIRABLE

#### Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Ability to empathise whilst able to make professional judgement. Has a high level of emotional intelligence
- Flexible approach with the ability to work in a professional and ethical manner – considerate of the feelings and attitudes of others
- Experience of interpreting policy and/or complex information to solve problems and apply creative and analytical thinking in providing advice and support
- Ability to work in a busy and demanding environment, managing multiple complex tasks simultaneously and to tight deadlines

#### Attainments

(Academic & prof qualifications & training)

- CIPD qualification or equivalent experience

#### Motivation

(Ambition, money, security)

- Confident self starter who can provide a warm and approachable HR service, championing an inclusive and positive workplace
- Supporting of others, being a willing and sympathetic listener
- Commitment to meeting customer needs and continuous improvement
- Completing tasks accurately in a steady, methodical manner
- Producing high quality error free work
- To become a specialist technical expert and valued team member

#### Circumstances

(Mobility, special demands of job, unsocial hours)

- Commitment to own continuing professional development
- Ability to work flexibly
- Some UK travel may be required