

**Job Description**

- Post:** Human Resources Manager
- Department:** Human Resources
- Salary Grade:** Professional Service 3
- Responsible to:** Deputy Director, HR Operations
- Responsible for:** Human Resources Adviser, Human Resources Administrator
- Location:** Sutton, with occasional travel to London  
The post-holder may also be required to work at other ICR sites as required for business purposes. The ICR offers a discretionary hybrid working policy facilitating a mix of home-working and site-based work.
- Hours of work:** Full time equivalent: 35 per week: usually 9.30am to 5.30pm Monday to Friday (with one hour unpaid for lunch). Work outside of these hours may be required occasionally to fulfil your role.

**Objective**

To provide a high quality, professional and customer-focussed generalist HR service across the employee lifecycle, in line with HR policies and procedures and agreed service levels.

To promote best practice across all areas of employment, working closely with line managers providing specialist advice and guidance on employee relations, terms and conditions, contract management and the effective delivery of change management programmes.

To line manage Adviser and Administrative support teams to ensure the provision of a high-quality HR support service to staff and managers across both Professional Services and Science Divisions.

To carry out project work and associated tasks to support the work of the department in delivering the HR strategy.

**Duties & Responsibilities**

**Employee Relations**

- To ensure the provision of professional and timely advice and guidance to staff and line managers on complex employee relations issues and change management.
- To manage complex casework and participate in hearings and formal meetings in relation to performance management, absence management, discipline and grievance, probation extension/termination, non-renewal of fixed-term contract procedures, restructures, redeployment and redundancy procedures and TUPE transfers.
- To establish effective working relationships with managers and Staff side representatives, taking a proactive approach to the management of employee relations issues and encouraging and coaching managers to tackle problems early.
- To carry out investigations into complex disciplinary allegations and grievances, informing and updating the Deputy Director, HR Operations and senior management as appropriate.

## **Policy Development**

- To review and update HR policies, procedures and associated guidance documents, ensuring legal compliance and best practice.
- To carry out Equality Impact Assessments on new or revised HR Policies, liaising with the Equality and Diversity Manager as appropriate and making recommendations in line with EIA outcomes to reduce or negate the impact of policy change on minority groups within ICR.
- To disseminate information on new and updated policies to line managers and staff and members of the HR department as appropriate and provide guidance and training where required.

## **Recruitment and Selection**

- To liaise closely with the Recruitment Team, raising awareness of possible future vacancies early and sharing knowledge of business areas to help inform campaigns and accomplish the best outcome.
- To keep abreast of recruitment campaign progress, working with the Recruitment Team to keep recruiting managers informed.
- To participate in selection interviews, as and when required.
- To ensure that the Recruitment Team is made aware of any staff in redeployment who may be eligible to apply for advertised vacancies.
- To assist the Recruitment Adviser with complex queries regarding Funding Authorisation Forms in relation to recruitment.
- To ensure that the ICR's obligations in relation to Visa and Immigration documentation are met and that as an 'A' rated Skilled Worker visa sponsor we fully comply with our responsibilities.

## **Line Management**

- To ensure the delivery of a professional, responsive and customer-focused HR support service.
- To manage the performance of your team throughout the year via regular 1:1 meetings, and the annual appraisal process, ensuring appropriate objectives are set and reviewed for continued relevance and carrying out appraisals promptly when due.
- To identify the development needs of your team, defining and regularly reviewing their development plan and liaising with the Deputy Director, HR Operations and Deputy Director, Learning & Organisational Development to identify appropriate learning and development interventions.
- To provide opportunities for career and personal development through coaching and mentoring of your team.
- To ensure agreed Service Level Agreements and quality standards are met in relation to HR service delivery.
- To respond promptly and appropriately to customer feedback relating to service provision, taking action where necessary to investigate issues arising and identifying ways in which

service provision can be improved, in consultation with the business, HR colleagues and other departments as appropriate.

### **Other Duties**

- Participate in HR Operations meetings, and to attend other relevant meetings as required.
- To participate in Job Evaluation Panels, ensuring that associated documentation for Professional Services posts within your client group are of a high quality before submission to the Job Evaluation panel.
- To keep up to date with legislative changes and developments in best HR practice.
- To provide support to the Deputy Director, HR Operations as required.
- To undertake HR projects to progress the work of the department.
- To provide cover for the other HR Manager as required.
- To be familiar with the ICR's approach towards risk management including its policies and procedures, which require all staff to play an active part in identifying and managing risk.
- To undertake any other duties, consistent with the nature and grade of the post that may be required to deliver the organisational and HR strategies.
- You are expected to challenge or report inappropriate or unacceptable behaviour in the workplace, including that which may be deemed to be discriminatory, or which is not in accordance with the ICR's Values.
- You are expected to behave in accordance with the ICR's Values.

**This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future needs or development.**

**Person Specification**

<b>Human Resources Manager</b>	<b>Essential or Desirable?</b>
<b><i>Education &amp; Knowledge</i></b>	
Fully qualified Member of the Chartered Institute of Personnel & Development	E
Good working knowledge of current employment law and best practice	E
Educated to degree level or equivalent	D
Awareness of the HR issues affecting the academic, NHS and not for profit sectors.	D
Awareness of the Athena SWAN Charter for Women in Science	D
<b><i>Experience</i></b>	
Extensive HR advisory experience to include: the management of complex Employee Relations casework across a full spectrum covering disciplinary and grievance; absence management; performance management; and redundancy and redeployment.	E
Experience of working with and advising managers on change management programmes including departmental restructures.	E
Experience of using an integrated HR / Payroll database and reporting packages.	E
Experience of managing a high volume workload and working to tight deadlines.	E
Experience of developing, implementing and reviewing HR policies and procedures.	E
Experience of first-line management.	E
Experience of conflict resolution.	D
Experience of managing fixed-term contracts and non-renewal processes.	D
Experience of working with externally funded employment contracts.	D
Experience of working with Clinical Academics.	D
Experience of dealing with TUPE transfers.	D
Operational HR experience gained in an academic, NHS or not-for-profit organisation.	D
Experience of working within service level agreements.	D
Experience of using the Agresso Integrated HR / Payroll database.	D

<b>Skills</b>	
Ability to communicate effectively with managers and staff at all levels of the organisation.	E
Demonstrable evidence of the ability to influence management and key stakeholders.	E
Excellent interpersonal skills which enable the post-holder to quickly develop effective working relationships and establish credibility.	E
Ability to effectively manage staff.	E
IT skills to include Microsoft Office including Excel.	E
Ability to produce work to a high standard.	E
Excellent attention to detail and accuracy.	E
<b>General</b>	
Well-developed verbal and written communication skills with the ability to present information clearly and effectively.	E
Strong organisational skills with the ability to effectively prioritise work and balance operational demands alongside Employee Relations casework.	E
Effective time management.	E
Professional credibility.	E
Solutions focused.	E
Ability to work across The Institute's three sites (Old Brompton Road, South Kensington, Chester Beatty Laboratories, Chelsea, London and Sutton, Surrey) as required.	E
A commitment to diversity and equal opportunities in employment and service delivery.	E
Excellent team player.	E
Ability to maintain confidentiality.	E
Self-motivated, assertive and resilient.	E
Commitment to and demonstrable evidence of maintaining professional development.	E
An interest in the work of ICR and commitment to its mission.	E