



JOB DESCRIPTION

Job Title:	Human Resources Manager
Reports to:	Deputy Chief Executive
Responsible for:	Providing support in the various human resource functions which include recruitment, staff development, performance monitoring, workforce development and the development of human resources policies and procedures.
Grade/Salary:	Scale Point 35 - 37 (£28,672 - £30,256) (pro rata)

Underlying values associated with all posts within WCADA Limited:-

In undertaking this role, the employee will be expected to behave at all times in a way that is consistent with and actively supports WCADA Limited's values and operating principles, which are:-

- **Integrity:** We conduct ourselves with fairness, respect and honesty in all our affairs.
- **Accountability:** We are accountable to service users, communities and commissioners and are transparent in all our activities.
- **Team Culture:** We collaborate with and support each other to attain excellent individual and team performance through continuous professional development.
- **Creativity:** We are open to new ideas and finding innovative solutions to the challenges that face our commissioners, our service users and ourselves.
- **Partnership:** We work in partnership with our stakeholders, service users, other agencies and the community to achieve the best possible outcomes.
- **Best Practice:** We deliver best practice quality services through our excellent staff that welcome constructive feedback and display a 'can do' attitude.
- **Diversity:** We provide equality of access to all people in the communities we serve and we challenge discrimination in all its forms.

Role Purpose

The Human Resources Manager plans, directs, and coordinates the administrative functions of an organisation. They oversee the recruiting, interviewing, and hiring of new staff; consult with senior management on strategic planning; and serve as a link between an organisation's management and its employees providing advice and assistance on job descriptions, performance reviews, workforce development and WCADA's HR policies and procedures.

Post Outline

1. To provide support to managers and staff to develop skills and capabilities

- To ensure that accurate job descriptions are in place.
- To provide advice and assistance with writing job descriptions and work with the Learning and Development Co-ordinator to ensure that they are mapped to the appropriate National Occupational Standards.
- Provide support for the Learning and Development Co-ordinator through supervision and appraisal.
- Provide advice and assistance when conducting staff performance evaluations.
- Identify training and development opportunities.
- Develop and deliver training on HR policies and procedures to line managers.
- Provide advice and guidance to members of staff who have performance related obstacles.
- Provide advice and assistance in developing human resource plans.

2. Monitor staff performance and attendance

- Monitor staff attendance.
- Investigate and understand causes for staff absences.
- Recommend solutions to resolve chronic attendance difficulties.
- Provide advice and recommendations on grievances, performance management and disciplinary issues.

3. Coordinate the staff recruitment and selection process in order to ensure a timely, organised and comprehensive procedure is used to hire staff, assisted by the Central Services Administrator.

- Provide advice and assistance to line management on staff recruitment.
- Prepare notices and advertisements for vacant staff positions.
- Schedule and organise interviews.
- Participate in applicant interviews.
- Conduct reference checks on possible candidates.
- Conduct DBS checks where necessary for prospective staff.
- Prepare, develop and implement procedures and policies on staff recruitment.
- Inform unsuccessful applicants.
- Conduct new starter inductions.
- Conduct exit interviews.

4. Provide information and assistance to staff, team leaders and managers on human resource and work related issues.

- Prepare and review essential employment documentation including letters, contracts of employment, personnel management policies / procedures and staff handbook.
- Promote workplace safety.
- Provide advice and assistance to staff and management on pay, pension and benefit systems.
- Explain the provisions of the personnel policy / staff handbook.
- Explain employment standards and legislation in line with relevant UK employment law.
- Organise the transitional provisions when positions are transferred through TUPE.
- Liaise with the finance / payroll officer and communicate changes to the monthly payroll.
- Attend WCADA meetings to provide information when necessary.
- Support employee engagement and wellbeing.
- Oversee the HR system to ensure records are accurate and up-to-date.
- Perform other related duties as required.

Role Profile: Human Resources Manager

COMPETENCE DESCRIPTION	National Occupational Standard Unit Number
HUMAN RESOURCES	
Recruitment and Selection	
Actively engage in the safe selection and recruitment of workers and their retention in care services	SCDLMCSA3
Delivery of Human Resources services	
Plan the structure and design of the HR function	CFahr 14
Enable and support others to carry out human resources services	HR7
Support the delivery of performance management procedures	HR10
Operate grievance, disciplinary or dismissal procedures	HR20
MANAGEMENT OF SERVICES	
Develop practice in the delivery of services	
*Reflect on and develop your practice	HSC 33
Provide a healthy, safe, secure and suitable environment for the delivery of services	
*Promote, monitor and maintain health, safety and security in the working environment	HSC 32
Manage information	
Ensure policies, procedures and practice for the conduct of workers within care services are adhered to	SCDLMCSE10
Manage relationships	
*Promote choice, wellbeing and the protection of all individuals	HSC 35
*Promote effective communication for and about individuals	HSC 31

*Core competencies

Note: Post holders will be given an opportunity to select one or two additional NOS units to reflect either their specialism or area of interest.

Person Specifications

Qualifications and Experience	Desirable	Essential
CIPD qualified to Level 7 or equivalent and previous experience in a similar role		✓
Knowledge & Experience:		
Proven experience of developing HR policies and procedures		✓
Performance review methods and techniques		✓
Staff training, development and recognition		✓
Mentoring and coaching		✓
Knowledge of relevant legislation, policy and procedures		✓
Experience of not for profit or charitable organisation	✓	
Skills and Abilities:		
Excellent verbal and written communication skills		✓
Strong relationships building skills		✓
Excellent interpersonal skills		✓
Excellent organisational skills		✓
Excellent negotiation, problem solving and conflict management skills		✓
IT skills with proficiency in Microsoft Office software		✓
Multitasking ability and time management skills		✓
Be approachable and compassionate		✓
Be flexible and adaptable		✓
Highly motivated and a team player		✓
Attributes:		
Commitment to WCADA's vision and values		✓
Commitment to the principles of Equal Opportunities and client confidentiality		✓
Full and clean drivers licence, access to own transport with appropriate insurance, and be prepared to use it for work purposes	✓	
Committed to promoting the Welsh Language	✓	

Additional Requirements:

Friendly, positive and innovative approach, with the opportunity to develop these attributes within a person-centred environment, together with a desire to make a real difference to our people's lives.

Hours of Working: 37.5 hours per week (some flexible working may be necessary)

Salary Scale: Scale Point 35 - 37 (£28,672 - £30,256) (pro rata)

Location: Head Office, Swansea

Further information and General Responsibilities:

Confidentiality: Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.

Data Protection Act: To comply with the requirements of the Data Protection Act as well as General Data Protection Regulations which will be introduced in May 2018.

Conflict of Duties: All applicants to any post within WCADA Limited are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with WCADA. Failure to do so may result in an application being rejected or dismissal after appointment.

Equal Opportunities and Diversity: To ensure that all service users, their partners, colleagues both in WCADA. Limited and other partner organisations are treated as individuals.

Health and Safety: You are required to comply at all times with the requirements of the Health and Safety regulations and WCADA Limited's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.

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