



JOB DESCRIPTION

POST:	Human Resources Manager
LOCATION:	WLM Central Office, Currently Seymour Place Marylebone
SALARY:	WLM Banding 8 (Currently £38,151 - £41,346 per annum ILW)
HOURS OF WORK:	Full Time 36.5 hours per week
RESPONSIBLE TO:	CEO
RESPONSIBLE FOR:	HR Administrator

About West London Mission's work

WLM has been working in the community in London since 1887. We currently work in Lambeth, Southwark, Westminster and Islington with a focus on PTS Coaching, Hubs & Residential Services, Counselling & Therapeutic Services and Criminal Justice Services.

WLM is a values led organisation. Our people are the heart of what we do. We have recently embarked on developing an asset-based approach in partnership with Mayday Trust building on our work embedding recovery and psychologically informed approaches

About the role

WLM has approximately 70 people working in all WLM services including the wider Circuit, Hinde Street Methodist Church and Kings Cross Methodist Church. The role is responsible for providing HR leadership to the organisation through confident, in-depth HR expertise with a flexible pragmatic and business focused approach.

Key Duties and Responsibilities

1. Strategy

- 1.1 Working with the Senior Leadership Team to develop and implement a progressive HR Strategy aligned with WLM's overall vision, values and organisational strategy.
- 1.2 Engaging with colleagues across the organisation to develop an EDI strategy and taking proactive action to ensure the organisation fosters the development of a culture that promotes equality and values diversity through implementation of appropriate systems and staff training.
- 1.3 Oversee the planning and operational implementation of organisational change.
- 1.4 Prepare annual HR plans and budget (in collaboration with Senior Team and Finance) and report to governance through appropriate governance meetings.

2. Employee Relations

- 2.1 To provide the Leadership Team with strategic HR advice on employee relations and wider matters relating to the employment relationship including impacts relating to change and restructure.

- 2.2 Working collaboratively across the organization providing HR advice to the Leadership Team and operational advice to all managers.
- 2.3 To provide all managers the appropriate advice and support on specific employment matters related to their team. This advice will be balanced, consultative and based on a good knowledge of the organisation and sound understanding of good HR practice and employment law.
- 2.4 Undertake initiatives to build up manager's people management skills and use of HR policies including one to one support, workshops and specific training.

3. Reward, Benefits and Wellbeing

- 3.1 Monitor the pay structure to ensure it remains fair and regularly conduct benchmarking reviews.
- 3.2 Manage the employee benefits offering raising awareness of and regularly reviewing benefits on offer in consultation with Senior Leadership Team.
- 3.3 In collaboration with the Head of Faith and Spirituality, oversee the development of the wellbeing strategy.

4. HR Operations

- 4.1 Manage and support HR team to ensure they oversee the day to day HR administration.
- 4.2 Oversee the management of payroll and continually develop communication and systems with internal payroll function in finance department.
- 4.3 Keep up to date HR policies, procedures and processes ensuring they are fair, transparent, legally compliant and grounded in good HR practice.
- 4.4 Oversee the development of the HR Information System ensuring support and guidance on how to use the system is provided to all employees as the system develops.

5. Learning and Development

- 5.1 To lead on strategic approach to training and development across the organization.
- 5.2 To work with managers to identify training and development needs in their teams and support those needs being met.

6. Resourcing

- 6.1 Provide support and guidance to team managers to ensure teams have effective structures and levels of resource including supporting restructures when required.
- 6.2 Develop recruitment strategies to ensure WLM attracts quality staff.

7. Other Duties and Responsibilities

- 7.1 To contribute to WLM's HR and WLM's overall strategy and business plan.
- 7.2 Proactively identify any pending changes to employment legislation or HR practice and make appropriate recommendations.
- 7.3 To maintain probity and transparency in all dealings and declare any interests that might affect the position or role.
- 7.4 To work collaboratively and contribute to positive working relationships with team colleagues, wider WLM colleagues and volunteers; and participate in reflective practice.
- 7.5 To work within the parameters of WLM's ethos, values, equalities policy, Rights and Responsibilities (i.e. Code of Conduct) and other policies and procedures at all times.
- 7.6 To participate in regular supervision and appraisals, and help in identifying your own job-related development and training needs.

The listed duties are not exhaustive. The post holder will be expected to undertake any other duties that might from time to time arise, commensurate with the position.

PERSON SPECIFICATION

POST: Human Resources Manager

LOCATION: WLM Central Office

Please use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address each point.

1. Experience (Essential unless indicated)

- i. Significant management experience in an HR environment, to include operating at a strategic level.
- ii. Experience of managing HR services in a service delivery organisation within a relevant sector - social care/housing/adults' service.
- iii. Experience of advising line managers on a full range of HR issues including recruitment, performance management, L&D, discipline & grievance, sickness absence and the ability to provide coaching on business related problem solving.
- iv. Experience of casework relating to conduct and performance issues, absence, conflict and managing the outcomes related to those process.
- v. Developing and managing HR policies and related processes.
- vi. Experience of managing HR in a context of organizational change with the ability to manage organizational development projects, restructures, redundancies and TUPE.
- vii. Experience of design and delivery of learning and development interventions and sourcing training solutions.
- viii. Experience/ability to embed performance management systems and support line management with the practical implementation of objective setting, prioritisation and workload planning.

2. Skills, Knowledge and Abilities

- i. Up to date knowledge of current employment legislation and practice.
- ii. Extensive knowledge of modern, effective people management techniques across a range of disciplines.
- iii. An in depth understanding and strong commitment to anti-discriminatory practice in the workplace and in service delivery.

3. Qualifications

- i. At least Associate CIPD membership, or equivalent level of experience.

4. Additional Requirements

- i. Willingness to work flexibly in response to changing organisational requirements.

We are also seeking a Manager who can demonstrate the following competencies to a high level and is committed to using them to the full in this key role. We will be looking for evidence of all the following key competencies.

1	Focus on the people who use our services	Manages people and projects in way which keeps people who use WLM's services at the core of what is done. Treats everyone with respect and in line with WLM's equality and diversity values.
2	Organisation and planning	Organises and plans tasks and projects effectively and takes responsibility for delivering high quality results.
3	Initiative and creativity	Shows initiative and takes appropriate action to deal with challenges that arise in a proactive and timely way. Ability to formulate and implement new ideas to overcome problems.
4	Communication	Written and oral communication is concise, clear and accurate and is worded appropriately.
5	People management	Provides effective management through supporting and challenging staff. Develops and maintains a positive and focussed team.
6	Administration and IT	Develops sound, organised systems for storing key information and ensures these are used accurately and efficiently.
7	Management of relationships with external agencies	Manages and represents WLM's interests well and negotiates effectively with external agencies and contacts.
8	Coordination of projects	Coordinates projects and initiatives effectively, keeps stakeholders engaged and projects on-track and is able to manage problems as they emerge.
9	Strategic and organisational awareness	Aware of the impact of own service on WLM as a whole and team works well with other managers. Identifies strategic aims for own service, anticipating future demands, opportunities and constraints
10	Leadership	Leads by example by being personally effective. Inspires staff to deliver on WLM's vision and goals. Behaviour is visibly consistent with WLM's stated values. Is able to reflect and self-assess and takes responsibility for self-development.