

## Head of Human Resources

- Responsible to:** Director of People
- Work Location:** Surbiton (with opportunity for homeworking and regular travel to key SPG sites)
- Hours of Work:** 40 hours week (incl. 1 hour break)
- Responsible for:** HR Business Partners

### Organisational Context

The vision of YMCA St Paul's group is of 'places where young people thrive and communities flourish'. Its mission is to be 'an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive'. We are inclusive of all faiths and none - we seek to welcome everyone, offer excellence in all we do, inspire hope in others for what they might achieve and strive to grow and develop both people and places.

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and one of the largest providers of supported housing in London and beyond, providing a safe place to stay for over 1,200 residents each night.

As well as accommodation, education and training, the Association is focused on the transformation of communities through its Health and Wellbeing Centres, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after school clubs and soft play centres.

The Corporate Office is currently in Surbiton, South West London. Due to the Covid-19 epidemic HR staff are currently working from home and commuting into SPG sites when necessary to attend meetings. This may be reviewed at a later stage when business returns to the new normal.

### Job Purpose

The Head of Human Resources (HoHR) is an internal consultant leading on the provision of HR Business support to the YMCA St Paul's Group..

Together with the team of 3 HR Business Partners, the postholder will provide a range of generalist HR expertise to the Directors and Managers within the Group. They are responsible for building effective relationships within their business areas and also provide the "voice" of the business back to the Corporate HR function.

The Head of Human Resources will be responsible for providing expertise in the area of employee relations and will be responsible for the management of the Associations Information and Consultation Committee's and Staff representative groups. A key part

of the role is to develop a service that is aligned with our business needs and to ensure that the team are supported to deliver effective services to the Managers and employees. As a member of the Heads of Services team they will work along with the other Operational and Services leads to provide expertise and support to the Executive Leadership Team in relation to their areas of the business .

## **Duties and Responsibilities:**

### **Business Partnering**

- The HOHR will contribute to the organisation's effectiveness by developing and implementing solutions aligned to strategy whilst supporting the implementation of the corporate HR practice across business areas.
- Working with the Director of People & Services the HOHR will be responsible for providing employee relations and human resource management expertise to the Executive Leadership Team.
- The HOHR will engage with Heads of Department to ensure that Corporate HR policies and procedures are implemented across the operational and services areas.
- He/she, along with the members of the HR Business Partner team will provide support to line managers offering sound and reasoned advice on legal and policy issues.

### **Employee Relations**

- HOHR will provide specialist advice and guidance on ER issues
- He/she will conduct independent investigations and produce quality reports, and outcome letters.
- The HoHR will ensure that group and individual consultations are carried out when implementing restructuring, redundancy and TUPE transfer processes
- He/she will design and review HR policies and process to ensure that the organisation is operating effectively and compliant with legal requirements. He/she will implement employee relations policies and procedures, ensuring they meet legislative requirements and reflect best practice.
- The HoHR will analyse ER data and report on trends for the Senior Management Team and Executive Directors, as requested.
- He/she will also design and implement training events for managers and staff in order to build skills in effective management of disciplinary and grievance processes.
- Maintain a good understanding of current and emerging employment law and any other key legislations which may impact upon employment – i.e. health and safety.

### **HR practice**

- The HOHR will coach and advise managers on the management of employer related issues and in particular provide advice on grievance, disciplinary, performance and redundancy issues.
- The HR Business partner team is responsible for the supply of regular information relating to pay and reward and any subsequent changes to terms and conditions to payroll and ensure that relevant information is recorded on the personnel database.

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- In collaboration with operational and services leads to advise on recruitment needs as and when required. .

## **Cultural change**

- Challenge and influence ways of working to support cultural change that lead to improvements across business areas.
- Contribute to the development of the new corporate strategy. Identifying future trends and employment issues which will lead to improvements in service delivery.
- Be responsible for providing HR expertise to Emergency project teams which may be launched as a result of future Covid 19 outbreaks or any other risks which may trigger an emergency response project team.

## **Staff Management**

- Lead on the recruitment and induction of all HR Business Partner staff.
- Provide line management, motivational leadership, mentoring and coaching to the staff team, ensuring clarity of direction, effective communication and personal and professional development.
- Conduct regular supervision meetings and Regular Work Reviews to help monitor staff performance; identify training needs where necessary.
- Hold regular team meetings to ensure good communication and best practice is disseminated, and encouraging a cohesive staff team who support one another's roles.
- Manage rotas, staff cover, and absence for sickness and annual leave.
- Oversee the completion and timely submission of all HR paperwork, such as Staff Changes, Starter and Leaver Forms.
- Positively recognise and effectively utilise the skills which individuals bring to the staff team.

This job description is not exclusive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

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### Person Specification/Key Competences

<b>KNOWLEDGE</b>	
<b>Essential</b>	<b>Desirable</b>
In depth knowledge of Employment law	
Degree in HR Management or Business  Chartered Member of CIPD or equivalent educational achievement	We will consider relevant work experience that demonstrates knowledge acquired to required level
Knowledge of current thinking in HR issues and trends and evidence of continuous professional development	
<b>EXPERIENCE</b>	
At least 5 years' experience working within an HR team as a generalist advisor or Business Partner gained within a complex organisation with multiple stakeholders	
	Experience of managing internal disputes
<b>APTITUDES AND SKILLS</b>	
<b>Essential</b>	<b>Desirable</b>
Is able to identify and quantify risk and advise the business accordingly	
Good leadership skills with the ability think strategically and present accordingly	
Ability to use technology effectively, this is to include Word, Outlook, HR database, Excel, Powerpoint	
	Is able to demonstrate understanding of the key business areas in which the organisation operates and has a clear understanding of the environment in which the organisation exists
Has the confidence to challenge Senior Managers when necessary	
Able to work collaboratively and maintain positive working relationships with others	
Able to form non-judgemental and constructive relationships, especially with	

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vulnerable people, whilst holding clear boundaries	
Able to produce reports and present work analytically	
Excellent communication and interpersonal skills	
Able to confront difficult situations and reconcile different viewpoints	
Good planning and organisational skills in order to manage a busy and varied workload	
Able to travel to different YMCA sites	
Able to work effectively within, and successfully implement, an Equal Opportunities Environment	
Able to respect the Christian ethos of the YMCA and uphold its values	

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### Terms and Conditions of Employment

#### **Salary**

**£50,000**

#### **Hours of Work**

40 hours week

#### **Annual Leave**

Commencing at 25 days per annum plus public holidays (for five day per week workers; otherwise pro-rata).

#### **Conditions of Appointment**

Subject to satisfactory references, medical clearance, Disclosure & Barring Service check and verification of ability to work in the United Kingdom. Also required to wear staff badge, and where appropriate, supplied uniform.

#### **Probation Period**

Six months.

#### **Notice Period**

One week during the probation period and then a minimum of three calendar months.

#### **Pension**

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

#### **Other Benefits**

Free use of the health and fitness facilities; a staff discount in restaurants.