



JOB DESCRIPTION

JOB TITLE : HR Business Lead
LOCATION : All Parkhaven locations
ACCOUNTABLE TO : CEO
RESPONSIBLE FOR : HR Co-ordinator
HOURS OF WORK : 28 hours per week
PAY SCALE : £ 44,709.00 (Pro rata)

Role Purpose

The post holder will be responsible for the development and management of excellent HR practice across Parkhaven Trust. The HRBL will support and deliver the annual workforce plan and support managers to lead their staff in accordance with Parkhaven Trust policy and best practice whilst ensuring all people related activity is aligned to legislation.

DUTIES AND RESPONSIBILITIES

Main accountabilities

1. Develop and deliver the annual workforce plan.
2. Regularly review staffing levels, working with Business Management Team colleagues to identify their service occupancy and aligning staffing requirements to the service needs in order to maintain a fluid and safe service team in line with budget.
3. Provide quarterly board reports on the progress of the workforce plan, staff statistics and report on any additional people related initiatives for Trustee communication and/or agreement.
4. Review and develop relevant Policies and Procedures ensuring they are compliant with employment law and best practice.
5. Provide HR input to the CEO and the Executive Team as necessary, supporting organisational changes including redundancy & TUPE.
6. Be the first point of contact for all people related queries, providing confidential ad hoc advice and assistance to Parkhaven Trust employees.
7. Employee relations case management. In collaboration with managers;
 - 7.1 Disciplinary - Co-ordinate/conduct organisation procedures for investigations into conduct and/or behaviour issues and invoke disciplinary proceedings where standards have not been met. Prepare documentation for cases pre and post disciplinary and provide advice and guidance to involved managers to ensure Employment Law and Parkhaven policy standards/best practice has been met for consistency and fairness.
 - 7.2 Grievance – Co-ordinate/conduct organisation procedures for the grievance process. Prepare documentation for cases until settlement and provide advice and guidance to involved managers to ensure Employment Law and Parkhaven policy standards/best practice has been met for consistency and fairness.
 - 7.3 Short Term absence – monitor through regular reporting and liaise with Managers where employees hit Parkhaven set absence triggers. Conduct formal attendance reviews and provide managers with best practice advice to ensure consistency and fairness of approach.
 - 7.4 Long Term absence – monitor through regular reporting and liaise with Managers to work timely where long-term absence is triggered. Prepare all documentation and conduct employee meetings at key stages of process, co-ordinate occupational health meetings and reports and gain relevant medical information to create informed plans for return to work or employment continuance decisions.

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8. Conduct HR Quarterly reviews (audits) with service managers to provide coaching and training to managers in relation to employee staffing levels, training, performance, conduct and absence management.
9. Agree response to annual staff survey with managers and devise plan for corrective actions.
10. Lead recruitment strategy for paid staff and volunteers.
11. Develop and maintain supervisory and appraisal systems working with line managers to ensure compliance.
12. Ensure that training and development needs are identified and addressed.
13. Provide relevant and accurate information to the Executive Team and Trustees as and when required.
14. Develop the HR workforce systems which are currently Rota Master & Care Skills Academy.
15. Manage and plan HR recruitment and training budgets.
16. Plan communication visits to all services to maintain open communication between HR and staff, and to enable individuals to raise any HR issues.
17. Plan and conduct quarterly employee forum sessions ensuring a clear agenda and acting on any actions from sessions with the forum members.
18. Conduct Quarterly reviews with any apprenticeship providers to create best practice, open communication and provide managers with learner's progress agreeing actions where required. Conducting ad-hoc interventions with learners where support is required or on the request of DHA to resolve any issues with learning or behaviours.

People Management

19. Responsible for the recruitment, management and development of direct reports using organisation procedures such as probation, supervision and appraisals to ensure individual accountabilities are met on time and to expectation.
20. Ensure core training is completed and identifying opportunities for the development and learning of the Team in line with industry and professional requirements for each role.

HR Administration

21. Support the HR Co-ordinator in busy periods and when absent with recruitment service delivery, onboarding for employees/bank and volunteers, training coordination and employee lifecycle/leaver administration
22. Secure relationships with schools and colleges, offer, plan and co-ordinate work experience placements ensuring students are placed in the appropriate service and gain a structured and valuable time with the organisation. Maintain contact with schools and outsourced placement providers to promote the Parkhaven brand.
23. Manage Bank staff, ensuring staff are active and are working within Working Time Directive Guidelines as per contract. Managing the exit of inactive Bank staff.
24. Complete HR surveys and reports as required for internal and external reporting purposes.
25. Annual completion of Skills for Care Adult Social Care Workforce Data Set, to ensure data meets funding requirements and secure funding.
26. Audit the annual completion of Declaration Verification forms and assess any new data provided.
27. Annual completion of Employee Handbook amendments.

Operational Management

28. To attend appropriate training and development to maintain key skills in line with national policy and professional regulations necessary to perform duties.
29. To comply with all reasonable requests of the CEO and carry out any other tasks as reasonably instructed.
30. Support and actively engage in fundraising and promotional activities including Levy Donor funding.
31. Act as an ambassador for Parkhaven Trust.

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GENERAL STATEMENTS

All staff are expected to adhere to the following statement:

'To be an Organisation that includes, supports respects and empowers service users and staff.'

Confidentiality

All information relating to service users and/or staff obtained during employment with Parkhaven is to be treated as confidential and as such staff should not disclose it without appropriate prior authorisation. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act (2008) and the General Data Protection Regulations (2018) may result in disciplinary action.

Continuous Improvement

We are continuously improving services and all members of staff employed by Parkhaven are expected to play an active role in the development and improvement of services to the benefit of service users and staff.

All staff are required to participate in an annual appraisal and any associated training and/or learning opportunities.

Data Quality

All staff involved in the collection of data are responsible for the accurate and timely collection and recording of information.

Equality, Diversity and Human Rights

Parkhaven is committed to providing equality of opportunity, anti-discriminatory and anti-oppressive practice. Parkhaven will rigorously uphold our duty to promote human rights in everything we do, believing that all people have the right to be treated with dignity and respect.

Health and Safety

Staff must contribute to a healthy and safe working environment by adhering to health and safety regulations and Parkhaven policies. Staff must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their actions and omissions at work.

Staff must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Staff must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, service users and the general public.

Infection Control

Infection Prevention and Control is everybody's business, and all staff have a duty to act in accordance with the standards and procedures as set out in the Infection Control Policy at all times.

Safeguarding Vulnerable Adults

Safeguarding vulnerable adults is the business of everyone employed by Parkhaven. All staff must be responsible and proactive in identifying and reporting safeguarding concerns.

Other

You may be required to undertake work in other locations within that are part of Parkhaven Trust as determined by the duties of your post.

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Parkhaven Trust operates a No Smoking Policy.

You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including internal job rotation and absence cover.

This job description is an outline and account of your main duties. Any changes will be discussed with the post holder in advance but will also be reviewed regularly to consider changes and developments in service requirements.

Person Specification

		Essential	Desirable
Qualifications	CIPD Level 7 Qualification (or at least Level 5 with relevant experience)	X	
	Evidence of recent CPD	X	
Knowledge and Skills	Experience in a HR Business Lead role (minimum 2 years)	X	
	Experience of delivering a diverse HR service to meet the needs of the business	X	
	Experience of supporting managers to improve staff performance	X	
	Record of successful management of organisational change and employee casework	X	
	Highly developed interpersonal skills to ensure information is shared in a clear manner with Stakeholders	X	
	A thorough and up to date knowledge of employment law and demonstrable experience of its pragmatic application	X	
	Demonstrable experience of policy development	X	
	Experience of working in the care or social housing sector and an understanding of the current issues facing the sector.		X
	Knowledge and Experience of the use of workforce systems	X	
	Demonstrable knowledge and understanding of the relevant equality & diversity legislation and the practical application of it in policies, procedures and practices	X	
	Able to demonstrate an understanding of the business and ability to translate business needs into creative HR solutions	X	
	A solution focussed approach to problem solving and relationship management	X	
	Strong interpersonal skills, able to quickly build credibility and influence at all levels of the organisation and wider health/social care system	X	
	Strong communication skills, both written and verbal, with the ability to present highly complex information, taking account of the needs and level of the audience	X	
	Ability to write and present clear reports, short articles and presentations considering the audience who will receive it	X	
Sound knowledge of Microsoft Word, Outlook, Excel and PowerPoint packages	X		

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	Able to work to tight deadlines and pay attention to detail	X	
	Able to prioritise and manage own work	X	
	Tact, diplomacy and emotional intelligence	X	
	Experience of influencing a range of stakeholders and shaping good management practice	X	
	Ability to analyse complex information and workforce trends to identify key concerns and develop potential solutions	X	
	The ability to provide comprehensive senior reports, workforce information and to support the development of business cases	X	
Personal qualities	Able to deal with distressing or emotional circumstances, frequently when imparting information e.g., discipline, sickness, organisational change	X	
	The ability to work on own initiative, responding to immediate requests	X	
	Works effectively both autonomously under own initiative, and as part of a team	X	
	Able to demonstrate commitment to Continuing Professional Development (CPD)	X	
	Proactive and self-motivated	X	
	Confidence and experience in making difficult decisions	X	
Circumstances/ Health	Physically able to perform the duties (Inc. working nights as appropriate).	X	
	Good attendance record.	X	
Parkhaven Trust – Aims & Objectives	Must be able to work within the aims, objectives, policies and practice of Parkhaven Trust.	X	
Other	Satisfactory Enhanced DBS check.	X	

I confirm that I have read and accept the Job Description which outlines the expectations for my role at Parkhaven Trust.

Signed Employee: _____ Date: _____
(name)

Signed Employer: _____ Date: _____
(name and position)