

Person Specification – Human Resource Manager

Post Holder Requirements:

The post holder will be required to have

- At least 3 years Human Resource Management experience, preferably in a Health Care Setting
- An in-depth understanding of his/her specific professional areas including standards relating to Human resource Provision with Nursing Homes/ Domiciliary Care Agencies or a similarly prescribed service.

- Able to demonstrate the following skills:

Approachable and compassionate nature

Excellent written and verbal communication skills

An objective approach

Excellent organisational abilities

Good attention to detail

The ability to remain calm in busy and stressful situations

Up to date knowledge of Microsoft word, excel, outlook, ppt

The ability to take instruction from the Company Directors

To respect data protection and confidentiality requirements

To have a flexible approach

To work to deadlines

To work as part of a team and independently as the post requires.

The post holder should hold at least a third level related degree or a Chartered Institute of Personnel and Development qualification. They must be someone who can operate effectively and efficiently in a continually developing and changing workplace context and be capable of motivating others to embrace change.

Conditions of Appointment

- Appointment is subject to satisfactory medical conditions.
- Appointment is subject to satisfactory completion of a twelve month probationary period.
- The post holder will be required to give three months' notice in writing of their intention to terminate their employment.
- Annual leave entitlement is 5.6 weeks per annum.

- Salary is based on responsibilities undertaken and competency.
- Wages are payable into bank accounts on a monthly basis.
- Any false statements or records on your application form and/or supporting documentation in respect of your application may render you liable to dismissal from any post offered.

Job Overview	
Post	Human Resource Manager
Accountability	Company Directors
Reports To	Registered Managers
Location	185 Belsize Road, Lisburn, Co. Antrim, BT27 4LA.
Contracted Hours	Negotiable
Working Pattern and Conditions	Generally the work hours are 9am to 5pm Monday to Friday but there would be an expectation to ensure monitoring of standards outside of these hours as required. The company believe that 37.5 hours per week is sufficient to carry out this role, however, it is understood that at times there may be a requirement to work additional overtime hours to fulfil the assigned responsibilities. Where available and at times suitably convenient to the employer and employee time in lieu may be taken if hours worked exceed the agreed hrs per week. This is dependent on the assigned duties and responsibilities being fulfilled to the expected standard.
Salary	An attractive salary of £32,000- £35,000 (based on experience) is on offer with <ul style="list-style-type: none"> • Company pension. • Free Parking • Christmas Bonus
Job Purpose	<p>To ensure the effective and efficient operating of the Human Resource provision of Rose Lodge Care Homes Ltd in line with relevant legislation and best practice guidelines.</p> <p>Specifically, the HR Manager will take ownership of the following areas:</p> <p>The Role of the HR Manager will be to take the lead in</p> <ul style="list-style-type: none"> • Work Force Planning (Recruitment and Selection) • Human Resource (Training and Development) • Labour Relations on behalf of the Company (Workplace Strategies, Health and Well-Being Performance Management, Support Planning, Harmonious working,

	<p>Grievance and Disciplinary)</p> <ul style="list-style-type: none"> • Policy Formulation, dissemination and enforcement (Terms and Condition of employment, Management of company policy and procedure) • To meet the Targets set by the Directors in relation to HR Management <p>The Role of the HR Manager will be to participate with Directors and Senior Management in</p> <ul style="list-style-type: none"> • Strategic Planning • Pay and Grading
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Major Responsibilities – Senior Human Resource Operational Delivery Manager

Leadership Responsibilities	
1	Providing dynamic and effective leadership and day-to-day management of their departments; operational activities including the effective, efficient and economic deployment of human resources.
2	To Act as the Lead Signatory for the purposes of CRB checks from Access NI and to ensure the implementation and maintenance of quality assurance protocols and standards in relation to HR.
3	Providing leadership and guidance on issues relating to the equality and diversity agenda and champion the company’s commitment to equality and diversity
4	Providing systems that support the effective recruitment, selection, supervision, training and personal development of all staff in accordance with the company ethos and relevant legislation. To take the lead responsibility for the recruitment and selection of all staff within Rose Lodge Care Homes Ltd. Ensuring that operations can be maintained in accordance with the company’s contractual obligations. To recruit staff in line with Company Policy, RQIA, Trust, NMC, Access NI, Equality Commission and Agency Office requirements. To recruit appropriate numbers of staff to deal with attrition, sickness, annual leave and any other reasonably foreseen periods of reduced staff availability
5	Taking a lead role in the preparation of documentation for formal disciplinary and grievance matters.
6	Advising on the handling of serious employee relations matters and sensitive personnel cases, deploying high level professional skills to achieve successful outcomes.
7	Overseeing the collation of HR data for statutory and sectoral returns
8	Ensure that HR key performance indicators are met and also support the company’s and care standards key performance needs.

Communication Responsibilities	
9	Communicate effectively and professionally in both formal and informal situations in accordance with corporate standards, recognising that communication should be effective at various levels.
10	Ensure that communication routes are clearly defined, effective, efficient and active and in accord with the Company's ethos always promoting, by example, Rose Lodge Harmonious Work Environment policy and ensuring adherence, as appropriate to the Company's code of behaviour policies.
11	Effectively communicate guidance and advisory material, on various HR matters, to management, departments.
12	To arrange and participate in regular staff meetings that are well structured and have a clear agenda.
13	Communicate effectively with the Directors in the provision of regular informal and formal update.
14	Represent Rose Lodge on external bodies as requested or deemed necessary by the Directors.
Service Delivery Responsibilities	
14	Take overall responsibility for the delivery of HR within Rose Lodge and meet the Targets set by the Directors.
15	Ensure systems are in place to ensure that vital roles including that of Registered Persons are covered at all times
16	Appoint and delegate workloads to ensure the smooth running and continuity of the business
17	Any planned absence from your post will require that you appoint suitable replacement cover
18	Work closely and in partnership with the Directors, managers and colleagues to provide an integrated provision of service delivery in line with Rose Lodge Statement of Purpose.
19	Develop, quantify, evaluate and monitor an appropriate set of performance indicators for staff
20	Set the overall standard for the HR service, monitoring service levels, whilst maintain overall quality standards and balancing conflicting demands.
21	Positively assist in initiating and managing change within the organisation including areas of radical development
22	Maintain an awareness of changing external requirements and ensure that the Registered Managers actively respond to HR changes in context
23	Constantly engage in a process of reviewing, modifying and monitoring the operation of the HR unit in order to improve the quality of service, respond to the changing needs of

	stakeholders and ensure efficiency, effectiveness and value for money.
24	Take responsibility to ensure that staff undertaking HR duties unit have the support they need to provide quality service and to fulfil their roles.
25	Provide advice, guidance and leadership to staff on issues relating to Human Resources.
26	Identify and manage situations where external legal advice is necessary on personnel matters, particularly in relation to Employment law or Employment Tribunals.
27	Provide a formal and informal employee relations service, including administration and organisation of liaison meetings and consultations.
28	Co-ordinate, and where appropriate, provide professional input and take overall administrative responsibility for all stages of recruitment and selection processes, including preparation of advertisements, pre and post interview documentation, interview arrangements, record keeping and HR compliance matters.
29	Attend appointment interview (only when appropriate) in order to address personnel matters that may arise and to provide relevant advice to Chairs of appointment panels.
30	Make yourself available outside office hours when required for example should a serious abnormality occur and as the rotational Management contact for on call
31	To act as the company's Data Protection Officer in respect of the General Data Protection Regulations (GDPR). To assess the company's flow of data in and out of the company, storage, retention, access and removal of data. To put in place measures to ensure the company remain compliant with GDPR and communicate these policies and practices to staff.
Managing People	
32	Take overall responsibility for the management and development of staff within Rose Lodge commensurate with their role and also including reliability, absence, flexibility and punctuality. Support the Registered Managers in the management and development of Staff. Ensuring that staff are supported and held to account in accordance with their job description in a consistent manner. Ensure documentation is maintained to support these actions.
33	Take responsibility for analysing HR workloads and ensuring a fair and equitable distribution of Workload
34	Develop and implement effective mechanisms for managing and resolving issues of conflict within Rose Lodge.
35	Plan and organise the systems for the appraisal of staff, identifying staff development needs within Rose Lodge.
36	Continually update people management skills in order to comply with employment legislation and to comply with human rights, equality and diversity and data protection legislation
37	Provide advice, guidance and leadership to line managers on people management issues.

Strategic Responsibilities	
38	Set strategic HR priorities by creating and presenting a two yearly strategic plan. Continuously manage the organisational strategic planning and processes.
39	Provide strategic advice and guidance to Company Directors on the key risk areas linked to Human Resources issues.
40	Engage in the long term strategic planning process to ensure viability and sustainability of the Organisation
41	Ensure acquaintance with and operate within corporate compliance requirements in terms of finance and human resources.
42	Collaborate with colleagues at all levels within Rose Lodge to ensure the strategic development of the Organisation with specific responsibility for <ul style="list-style-type: none"> • Recruitment Strategies/ Workforce Strategies • Health and Well-being Strategies • Learning and Development Strategies
Planning Organising and Managing Resources	
43	Take overall responsibility and accountability for the operational planning and organisation, management and day to day running of the HR Department including:- <ul style="list-style-type: none"> - managing the effective, efficient and economic use of physical, financial and human resources; - Effective and efficient scheduling and management of staff. - setting operational standards and monitoring progress against agreed criteria including DHSSPS Regulations, RQIA Care Standards for Nursing Homes, HSCT Contracts and service user feedback. - managing Rose Lodge's HR budget including Agency costs and identifying future requirement in terms of capital, revenue and staffing budgets; - Effective planning and prioritisation of own time and resources and structuring work programmes to meet appropriate HR deadlines.
44	Prioritise the use of contracted staff and minimise or remove the use of Agency staff
45	Identify aims, objectives and deadlines for staff
46	Incorporate Health and Safety at work considerations into the planning and organisation of resources
47	Support Directors and other managers in identifying and acting upon opportunities for improving effectiveness and efficiency
48	Develop and maintain the staff records system and oversee the preparation and completion of Equality Commission monitoring, RQIA staff records and other staffing returns within appropriate timeframes
49	Plan, organise and manage:- <ul style="list-style-type: none"> - All processes relating to employment job descriptions and person specification, contracts of employment, post and job evaluations and other recruitment procedures; - The information and interface between personnel and payroll, ensuring appropriate

	<p>authorisation for changes in data which affects pay;</p> <ul style="list-style-type: none"> - All processes relating to absence management, grievance and disciplinary procedures - All data relevant to human resources, including staff in post, joiners, leavers, maternity and sickness absences (including Occupational Health referrals), flexi-time, annual leave, staff appraisals and job evaluations; - Prepare documentation for formal disciplinary and grievance hearings
50	To plan and manage Team Building and Staff Events
51	Plan own personal and professional development.
Teamwork and Motivation	
52	Recognise the importance of leading by example, demonstrating effectiveness by working productively, creatively and collaboratively within various area, acting as a responsible team member and meeting agreed deadlines.
53	Contribute effectively to the work of colleagues, collaborating to identify and respond to the needs of all stakeholders and providing leadership as necessary
54	Prioritise workload and deliver an effective service within agreed time frames.
55	Engage with staff in a manner that stimulates motivation and encourages commitment
56	Assist Rose Lodge in developing the spirit of team working, employing techniques which encourage and motivate others.
57	Encourage the development of productive and collaborative working relationships with other members of staff and teams
58	Develop the Rose Lodge team through the various stages of team effectiveness, identifying current capabilities and future requirements
59	Organise the Delivery of induction programmes and engage in the delivery of corporate induction and training programmes that reflects the needs of the organisation.
60	Actions should be taken in accordance with securing the best outcomes for Rose Lodge and permanent staff in relation to efficiency, effectivity and economy.
Initiative, problem solving and decision making	
61	Use initiative to propose solutions to strategic and operational problems and identify opportunities for collaborative activity.
62	Make judgements across a wide range of highly complex physical asset issues, requiring analysis, interpretation, comparison of a range of options, taking into account legislation, health & safety and conflicting demands
63	Contribute to collaborative decision making across Rose Lodge, providing advice or input in order to contribute to the decision making of other, identifying and developing initiatives where possible.

64	Apply creativity to devise varied solutions to problems referring issues to specialist managers as appropriate.
65	Demonstrate initiative in recommending, contributing to or proposing strategic or operational changes and improvements at functional or corporate level.
66	Recognise that it is a standard element of the role and responsibility of all staff that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
67	Ensure that a robust understanding and approach to risk management underpins all relevant strategic and operational activities
Pastoral Care and Welfare	
68	Show sensitivity to staff, colleagues and service users who may need help or in extreme cases, are showing signs of obvious distress and to initiate appropriate action by involving relevant people
69	Be aware of and respectful of the range of support networks for self, staff and other service users.
70	Undertake relevant training in relation to safeguarding.
71	Provide support for colleagues who may be challenged socially, emotionally or physically. Ensuring that actions are commensurate to Rose Lodge policy and do not undermine HR provision to all staff or the quality of care available to service users.
Work Environment	
72	Understand how the work environment could impact on own work or that of colleagues by taking the lead role for health and safety of staff. Assess and implement positive health and safety procedures to ensure staff are able to work in an environment that is adequately risk managed. Ensure these procedures are followed by staff and updated as any new risks emerge.
73	Ensure compliance with health and safety regulations and aim to promote safe working practices.
74	Demonstrate flexibility in the workplace to meet the requirements of specific deadlines and work schedules.
75	Ensure that own work area is kept neat and tidy in order to comply with personal health and Safety requirements.
Learning and Teaching	
76	Engage in knowledge sharing at departmental and corporate level. Facilitate trainers to provide a training programme relevant to the needs of the service users. Ensure training is provided within the agreed budget.
77	To create a training/learning and development strategy and devise systems that ensure all staff are given the opportunity to create personal development plans and undertake training

	commensurate with their role in accordance with RQIA recommendations. Deliver training and development in respect of HR processes and employment law matters
78	To create review and develop all HR policies relating to Rose Lodge. To oversee the implementation of all employment policies and make staff sure staff are made aware of any updates.
Analysis and Research	
79	Undertake the analysis or research necessary for the completion of management reports or to formulate proposals
80	Undertake specific analysis in relation to employment law or case law matters.
81	Undertake appropriate analysis or research in order to function at professional level and within your specific role.
82	To maintain, monitor and record all monitoring forms in relation to fair employment monitoring. To record and manage any cases of inequality, sectarian, harassment
Knowledge and Experience	
83	Be committed to continuing professional development and evaluation of practice, and Maintaining membership of your relevant professional body.
84	Undertake relevant staff development and encourage team members to participate at their appropriate level.
85	Apply a breadth or depth of experience showing full working knowledge and proficiency of own area of expertise, acting as a point of reference to others.
86	In respect of Employment Law and other relevant legislative aspects of the post ensure that your knowledge and understanding are constantly updated and communicated across Rose Lodge.
<p>This job description is not intended to be definitive or restrictive and is provided as a guide to this job role. The job description may be modified from time to time to meet the changing needs of the post. Any amendments will be within reason and will be agreed with the post holder in advance.</p>	

I have read and understood the major responsibilities of the Senior Human Resource Operational Delivery Manager post and I agree that this is what constitutes my role within the company. I also understand and agree to the Conditions of Appointment.		
Post Holder Name:	Signature:	Date:
Line Manager Name:	Signature:	Date:
Received by : Name:	Signature:	Date:



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