

**JOB DESCRIPTION: Senior Manager – HR & Talent Management**

<b>RESPONSIBLE TO:</b>	Group Director
<b>RESPONSIBLE FOR:</b>	The overall management and development of all aspects of HR and Talent Management for the company, including: <ul style="list-style-type: none"><li>• Recruitment and Selection</li><li>• Learning and Development</li><li>• Talent Management</li><li>• Management of the HR department</li><li>• Currency of the HR strategy</li><li>• Compensation and Benefits positioning</li><li>• Employee Relations</li></ul>
<b>LOCATION OF ROLE:</b>	Head Office, Charnwood Park Waterton Bridgend CF31 3PL

**JOB PURPOSE:**

The function of this senior management role is to shape the performance and development systems for all employees, designing and supporting the company talent frameworks including performance management, succession planning and workforce/human resource planning whilst guiding and managing Human Resources services for the Company.

The Senior Manager – HR and Talent Management originates and leads HR's practices and objectives that will provide an employee-oriented high performance culture emphasising quality, productivity, goal attainment and empowerment and is responsible for the development of processes and reporting metrics that support the achievement of the Company's business goals as well as acting as talent expert across the Company. Reporting directly to the Group Director, and working closely with colleagues to ensure all HR duties are undertaken in accordance with employment law, company policy and ensuring any risk to the business is minimised.

This position is based in Charnwood Park however it will include extensive UK wide travel with overnight stays on a regular basis.

The Senior Manager – HR & TM must have:

- A proven track record of leading the delivery of HR functions to a high standard.
- A proven track record as a HR generalist, preferably in a senior role.
- A CIPD qualification or equivalent occupational experience.
- Up to date knowledge of employment law.
- The ability to originate and lead organisational strategies in HR.
- Experience in developing HR policies and procedures to ensure legal compliance.
- Ability to write (as necessary), plan and direct the development and maintenance of training programmes for all levels of staff.
- Knowledge and experience of introducing new ideas to improve employee engagement.
- Ability to write and deliver creative, imaginative presentations to colleagues at all levels.
- Experience in talent management, succession planning and development, writing and delivering training programmes appropriate to the needs of employees and the business

## KEY ACCOUNTABILITIES:

Reporting directly to the Group Director, the role requires a versatile, diverse and experienced HR generalist who has a proven successful record of leading and delivering all aspects of HR and Training and Development programmes with dedication and passion, whilst keeping abreast with changes in employment legislation.

The Senior Manager - HR & TM will be a highly confidential individual who will be loyal to the Directors and be able to give a clear picture with full understanding of how each division is running and what is happening at all levels. The Senior Manager – HR & TM will use effective people skills to ensure good relationships with all employees and external contacts at all times.

The Senior Manager - HR & TM will be responsible for developing and implementing the HR planning of the division and will produce accurate HR reports on a monthly basis in order to provide accurate information to the Group Director.

This position forms part of the senior team and is a pivotal role in the company and must accordingly be able to manage a high volume workload. Working both in and out of the office, the Senior Manager – HR & TM will be expected to keep up with paperwork and meticulous diary-keeping to manage all workloads associated with the HR department, and live the organisation's values at all times.

As a representative of n-ergy, the Senior Manager - HR & TM must be smart, positive, personable and well-presented. Will bring expertise in talent management, be passionate and driven to deliver exceptional results, demonstrate learning agility, whilst being skilled at communicating with and influencing employees and business leaders at all levels in the organisation.

The Senior Manager - HR & TM will need to be:

- Energetic/driven
- Tenacious
- Versatile
- Confidential
- Hard working
- Loyal
- Trustworthy
- Strategically Aware
- Of a “team first” orientation – consistently puts the interests of the broader team ahead of their own personal agenda

### HR duties

- Develop and implement the HR /TM and People strategies aligned to the business objectives.
- Support and coach the management team on all people leadership matters, including business change and transformation. Forming strong relationships with the management team to be able to challenge and coach in a high performance environment.
- Partner the management team to project manage organisational and procedural changes within the business area.
- Be responsible for all HR management and development (including recruitment and selection policy/practices, discipline, grievance, mentoring, salary and conditions, contracts, training and development, talent management, succession planning, driving performance appraisals and any other HR related issues).
- Lead the work to regularly review the company's talent management processes within the business areas, including performance/potential management, resource planning and succession planning.
- Where necessary, work in partnership on projects to aid continuous improvement and implement improvement programmes (e.g. changes to working practices, organisation changes and

business “excellence” or lean programmes).

- Manage and develop a small HR department to ensure quality services and advice are provided across the company and managers are trained to deliver best practice in human resource and management practices.
- Establish and maintain appropriate systems for measuring metrics that support the achievement of business goals, necessary aspects of HR, TM and training and development.
- Provide insight and recommendations on HR initiatives that can be leveraged to strengthen business results e.g. leadership/development programmes.
- Working with senior managers to uncover the talent implications e.g. any significant gaps to meet long-term objectives and create a long-term workforce plan that prioritises people-related initiatives.
- Monitor, measure and report on HR issues, opportunities and development plans and achievements within agreed formats and timescales
- Liaise with Directors and Managers to understand their HR requirements and ensure they are fully informed of the corporate HR strategy.
- Keep up to date with HR legislation by researching and attending necessary events, before providing suitable interpretation to Directors and Managers
- Update the company server with timely, relevant forms, policies and procedures to ensure accessibility for employees at all times.
- To facilitate as a mediator when required to try and resolve employee grievances.
- To manage the long service rewards and ensures employees are notified of qualifying rewards in a timely and accurate manner.
- To deliver and report on the annual employee engagement survey to ensure feedback from employees is collated and interpreted correctly to help improve employee engagement.

#### **Recruitment duties**

- Manage all recruitment needs for the company, including implementing and continually developing a robust recruitment process.
- Overseeing the day to day management of the recruitment process, including reviewing job descriptions, website advertising, updating of the company resource plan, sifting and selection of CV's, attending interviews and selecting candidates
- Creating and continually improving offer letters and contracts of employment, whilst managing the timely distribution of such documents.
- Managing the collation of references, DBS and security clearance as relevant to each role.
- Ensuring all relevant ID, certificates and employee documents are received on or before 1<sup>st</sup> day of employment.

#### **Training duties**

- Establish and maintain appropriate systems for identifying, planning, delivering and measuring learning and development.
- Manage a training plan that details required training that is delivered within the agreed/specific timescales and ensure outcomes are appropriately measured and reported on.
- Manage and develop direct reports.
- Liaise with the finance department to ensure control of training and development expenditure within agreed budgets.
- Liaise with other managers to understand all necessary aspects of their learning and development needs, and to ensure they are fully informed of corporate learning and development objectives.
- Succession plan and ensure training is aligned to support the plan.
- Develop training and communications materials to support learning and development needs.
- Ensure training activities meet and integrate with company strategies and policies.
- Write and deliver training lessons to continue personal development of Line Managers throughout the company.
- Manage the organisation and delivery of company induction sessions, including writing and delivering the presentations.
- Maintain the currency of the Training Matrix and share the information company-wide

- Develop an Academy approach to the design of a behavioural competency framework and Learning Programmes that support each job level with the business.

**General Management duties**

- To be a pro-active member of the senior management team.
- To highlight and help resolve any issues/challenges/employee relations within the office.
- To assist and advise Company managers/directors on HR policy, practice, procedure and issues.
- To represent the company in a positive, professional manner at all times.
- To be prepared to support fellow managers in any meetings required.
- Design, support and continually improve the organisation's talent frameworks, tools and resources for talent planning, performance management and employee development.

PERSON SPECIFICATION:		
	Essential	Desirable
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Prioritisation and time management</li> <li>• Proven track record as a HR generalist, preferably in a senior role.</li> <li>• CIPD qualified or equivalent experience</li> <li>• Experience of designing and delivering coaching/mentoring, learning and development and talent management programmes</li> <li>• Interpersonal relationships, discretion and confidentiality</li> <li>• Knowledge of employment law</li> <li>• Experience of report writing utilising excel, word and power point</li> <li>• Ability to communicate at all levels</li> <li>• Experience of using HR Information Systems</li> <li>• Problem solving skills</li> <li>• Recruitment and Selection experience</li> <li>• Ability to innovate to create and implement continuous improvement initiatives</li> <li>• Experience of designing and writing HR policies, procedures, offers and contracts of employment</li> <li>• Knowledge of payroll and payroll procedures</li> <li>• Ability to support and influence all stakeholders, including Directors across the business</li> <li>• Adaptability and flexibility – willing to work on a variety of projects and perform in multiple roles</li> </ul>	<p>Knowledge of work based and commercial learning.</p> <p>Experience of working with colleges or other third party organisations.</p>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Compliance-</b> Ability to audit and monitor quality of outputs; demonstrable experience of delivery against specified protocols/ procedures ensuring the highest level of performance.</li> <li>• <b>Teamwork-</b> Ability to build and develop relationships with internal employee, strategic partners and other external parties/ organisations; able to resolve conflict.</li> <li>• <b>Personal Drive-</b> Will be able to demonstrate being self directed, resourceful and creative; Able to manage own time and work autonomously; Able to work on own initiative with drive and enthusiasm.</li> <li>• <b>Communication-</b> Excellent written, verbal and presentation skills.</li> <li>• <b>Commercial Awareness-</b> Able to demonstrate contribution to maximising commercial performance through controlling costs, and</li> </ul>	<p><i>The capacity and self confidence to innovate.</i></p> <p><b><i>N.B. some of these competencies may change in light of the Behavioural Competency project being undertaken in</i></b></p>

	<p>ensuring efficiencies where possible</p> <ul style="list-style-type: none"> <li>• <b>Customer Focus</b>- Works to understand customer needs; Strives to exceed expectations;</li> <li>• <b>Planning and Organising</b>- Demonstrable experience of managing tasks and deadlines; able to resolve conflicting priorities.</li> </ul>	<b>2015</b>
<b>Role specific requirements</b>	<ul style="list-style-type: none"> <li>• Full, current driving licence and use of a car which is insured for business use.</li> <li>• Flexibility to work at multiple locations, travel and flexible working hours</li> <li>• Excellent IT skills: competency in PowerPoint, Microsoft Word, Email, Excel, and Internet Explorer.</li> <li>• Prepared to undertake an enhanced DBS Disclosure</li> </ul>	