



JOB DESCRIPTION

Job Title	Human Resources Manager
Department	Human Resources
Grade	B1
Reports to	Director of Human Resources
Direct reports(if any)	HR Assistant and HR Administrator

Main Job Purpose

The Human Resources Department's objective is to promote progressive employment practices so as to ensure the ITF is future-fit and a first-class employer of choice.

Assisting the Director of Human Resources in all aspects of the work of the Human Resources Department, the primary focus of this role is to:

- partner with managers across the ITF's departments, sections and regions to proactively identify areas where the HR department can add value and lead solutions in support of the delivery of organisational strategic objectives
- support the development and implementation of high quality, pragmatic and forward-thinking employment practices – through a mixture of hands on human resources operational work and designated strategic projects; and
- manage the HR administration service; and
- deputise for the Director of Human Resources in their absence

Main responsibilities

In conjunction with the Director of Human Resources and working in partnership with recognised trade unions, provide a highly employee-focussed HR service across the employee life-cycle, including all aspects of employee relations, organisational change and organisational development activities.

Service delivery

1. Provide a pro-active HR advisory and coaching service to management to ensure they have the appropriate knowledge and skills to effectively manage their people.
2. Provide confidential advice and guidance on a range of complex employment relations enquiries in line with ITF policies, procedures, and employment legislation, working in partnership with recognised trade union representatives wherever appropriate. Managing own employee relations caseload, and supervise those assigned to others, as required.
3. Manage end-to-end HR administration processes, including recruitment and selection, payroll administration and contract variation as delivered by the HR Assistant/HR Administrator, driving continuous improvement towards excellence in service delivery, identifying and addressing any challenges.

Employee relations

4. With direction from the Director of Human Resources, implement and foster a performance management culture within departments, sections and regions, enabling managers to fully understand their role in relation to the organisation's people objectives, initiatives, performance indicators, and behaviours aligned with the organisation's values.



5. Build the capability of managers to provide clear direction and goal clarity to their staff, and to have clear and straightforward conversations about their strengths, areas for improvement, and development needs.
6. Build the capability of managers to manage change effectively in support of continuous improvement of service delivery aligned to the organisational strategic objectives.
7. Assist the Director of Human Resources to identify and support the analysis of issues or trends within the wider organisation; acting on this insight by providing a pro-active HR operational service that supports the needs of the organisation.
8. Design, develop and implement HR solutions that address actions emanating from insights, either to mitigate critical risk or capitalise on opportunity using a broad awareness of organisational knowledge.
9. Support managers to develop appropriate learning and development plans for their areas following the ITF development review cycle; and co-ordinate support of the specific development identified, as required.
10. Support managers to develop and act on a local departmental plan for staff engagement, for example, staff survey action plans, that will drive sustainable organisation performance.

Staff management

11. Manage, mentor and support the HR Assistant/HR Administrator to deliver a comprehensive administration human resources service, ensuring that they are supported and developed through regular one-to-ones and development reviews to deliver work across the full range of activities within budget, on time and to the ITF values and competencies.

Projects/Policies

12. Assist the Director of Human Resources with the planning, design and evaluation of people-related initiatives/projects in accordance with the HR Operational Plan that support organisational strategic goals.
13. Support the development and delivery of policies and practices that cover the employee relationship, responding to changes in employment legislation and practice.
14. Deliver development sessions and briefing presentations around key and new HR policies and procedures, as required.
15. Provide feedback on employment policies and their operational viability.

Equality and Diversity

16. Promote diversity, ensuring that this commitment is reflected in all of our development practice; and play a key role in ensuring equality of opportunity in the workplace.
17. Encourage a working atmosphere where everyone is treated with dignity and respect.

Any other duties commensurate with the grade of the job.



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education level, qualifications or equivalent	Chartered Institute of Personnel and Development qualified (MCIPD - Postgraduate) or equivalent	
Knowledge, experience and technical skills	<p>Experience of delivering a proactive wide-ranging human resources service in a forward-thinking HR environment, including employment relations, resourcing, and policy development.</p> <p>Experience of managing, supporting, and delivering key organisation transformational change projects, including restructuring.</p> <p>Experience of delivering HR practice related development.</p> <p>A proven track record of being able to influence and negotiate at all levels.</p> <p>Experience of managing and developing staff.</p> <p>Sound understanding of current UK employment legislation with experience of managing a caseload e.g. disciplinary, grievance</p>	<p>Experience of working within a heavily unionised environment.</p> <p>Sound understanding of international employment legislation.</p>
Personal attributes/skills	<p>Extremely credible and able to operate at both a strategic and operational level.</p> <p>Excellent communication skills - strong coaching, presenting and facilitation skills</p> <p>Demonstrates a commitment to excellent service delivery.</p> <p>Demonstrates a high-level of attention to detail and accuracy.</p> <p>Ability to exercise initiative, discretion and judgement.</p> <p>Highly skilled at building effective working relationships with key stakeholders, including trade unions.</p> <p>Ability to provide sound advice and guidance to managers in supporting employee relations casework and understanding of wider organisational impact.</p> <p>Ability to challenge and feedback constructively to managers.</p> <p>Proactively identifies problems and contributes ideas for making improvements; and works to understand the reasons for resistance to change.</p>	



	<p>Ability to use Microsoft Office Packages including Word, Excel, PowerPoint, email, internet and diary software to an intermediate level.</p> <p>Ability to set clear expectations around performance and tackle poor performance issues promptly.</p> <p>Ability to maintain resilience and a positive outlook.</p> <p>Respects and values equality and diversity and has an understanding of how this impacts on operational activity.</p>	
Practical requirements e.g. hours, requirement to travel	<p>Ability to undertake international travel, as required.</p> <p>Ability to work flexibly, including working out of contractual hours occasionally.</p>	