

Role:	Human Resources Manager
Manager:	Chief Executive Officer
Team:	CEO's Office
Location:	London SE1 2BA (3 days pw in office, 2 days from home). Some UK travel is required.

ABOUT US

The Institute of Customer Service is the UK's definitive Customer Service professional body. As the leading independent expert, we set and uphold customer service standards nationally to enable our customers to improve their business performance through service. We deliver tangible benefits to individuals, organisations and stakeholders so that our customers can improve their customer experience and their business performance. We currently have 400 members across multiple sectors.

Our role is more relevant than ever, as businesses recognise that customer experience is a critical element in business performance and a key driver of profit, productivity, trust and reputation. The pandemic has re-emphasised the fact that customers hold greater power and have higher expectations than ever before.

The Institute is a unique organisation with huge potential to make an even greater impact as the world of customer service continues to evolve. As our HR Manager, working at the heart of the business, you'll play a pivotal role in helping to meet this challenge by ensuring our team remains highly skilled, motivated, engaged and able to adapt to the growing and changing needs of our Members and the external environment.

OUR VALUES

Our Values underpin everything we do, and we talk about them often. They are:

- Independent:** The impartial voice for customer experience issues.
 - Expert:** Providing relevant, authoritative information, actionable insight and knowledge.
 - Inspirational:** Encouraging ambition, striving for best practice and promoting continuous improvement.
 - Impactful:** Making a difference to our employees, customers and stakeholders so that our customers can make a difference to their customers.
 - Inclusive:** Open to all, both organisations and individuals, who want to demonstrate a continued commitment to improving their customer service.
 - Ownership:** Trusted to deliver, being accountable to each other and our members, and for our members to deliver to their customers
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OVERALL PURPOSE OF THE ROLE

Reporting directly to the Chief Executive, you'll add value by delivering all the essential aspects of people management, providing advice and focusing on building a sustainable and high-performing culture. This is a varied stand-alone role where you'll manage all aspects of HR practice, ensure our people processes support the business and are in line with our Values. You'll work across the business to implement our people plans with a sustained focus on performance, development, engagement and wellbeing.

KEY RESPONSIBILITIES

1. Support the development of The Institute in line with business goals and work with the CEO and Director Team to deliver the three-year strategy and one year business plans.

2. Deliver a comprehensive and professional HR service that supports our Values and supports the culture of The Institute.
3. Lead, guide and deliver activities to achieve effective delivery across the whole employment life cycle.
4. Apply knowledge and good practice in a flexible way, balancing compliance with business values.
5. Advise on job design, selection and assessment techniques to ensure standards are maintained.
6. Manage all resourcing activity to meet business needs, deliver a superb candidate experience, elevate our employer profile and get value for money from recruitment partners.
7. Manage the post-hire process - including overseeing our onboarding programme and supporting probation - to maximise the integration and success of new colleagues.
8. In conjunction with the CEO and CFO, manage pay review and bonus scheme implementation to ensure good governance and meet commercial needs.
9. Support the business in maintaining a quality working environment in all locations to support our culture, promote wellbeing, and create a positive employee experience.
10. Support performance, development and talent management frameworks, including helping create and implement new approaches to drive up overall performance of the business.
11. Support managers in effectively managing performance and creating personal development opportunities for their teams, including providing advice and training.
12. Create and oversee delivery of the business-wide personal development and training plan, including retaining and managing the delivery of external providers as necessary.
13. Support the actions of the Internal Communications Group to promote positive engagement.
14. Support employee surveys and the design, implementation and monitoring of action plans.
15. Develop, review and update policies, procedures and processes as agreed with the CEO and deliver policy training and updates to the business.
16. Stay informed about employment law updates, implement legislative changes and train/inform managers as necessary.
17. Oversee absence monitoring and provide support to resolve attendance, health and wellbeing concerns.
18. Produce a monthly HR report and commentaries in order to support management decision-making and to agree and implement relevant actions.
19. Manage HRIS and all HR record-keeping to ensure efficiency, accuracy and GDPR compliance.
20. Implement payroll actions in conjunction with Finance to ensure accurate and timely reports.
21. Implement and maintain benefits, reward and wellbeing initiatives across the business and promote uptake of employment benefits.
22. Manage employee correspondence, ensuring contractual and other changes are properly documented.
23. Work with external HR consultants on specific projects as determined by the CEO.

ROLE DIMENSIONS

Roles managed directly and indirectly: None

Financial responsibility / budget: training and development; recruitment; benefits; wellbeing.

Key relationships:

Internal: CEO, Directors, line managers; all employees indirectly.

External: Recruitment partners, benefits suppliers, external training providers.

Authority to act on behalf of the Institute: Within budget limits.

SUCCESS CRITERIA

- A sustainable and high performing culture
- Strong working relationships and influence across the business
- A role-model for our Values
- Positive employee engagement / satisfaction results
- Effective communication and application of employment policy and good practice
- Efficient, robust and scalable people processes
- Appropriate action on performance, capability and absence
- High levels of employee engagement and wellbeing
- Delivery of resource plan within budget
- Proactive management of probation
- Reliable and up-to-date employment data and MI

PERSONAL DEVELOPMENT

It is your personal responsibility to ensure that your own professional knowledge and job skills are fully up-to-date at all times.

PERSON SPECIFICATION***Knowledge***

- Sourcing strategies across a range of functions
- Assessment and selection methodologies
- How to build and sustain a great place for people to work and grow
- Performance and personal development frameworks
- Up to date employment law and best practice awareness
- Working with a distributed workforce and hybrid working patterns
- HR governance and compliance requirements

Skills and personal attributes

- Lives The Institute's values
- High integrity
- Proactive and solution-oriented
- Comfortable in a stand-alone role
- Resilient, grounded and practical approach
- Flexible in working across a range of activities and levels of complexity
- Commercial mindset: can relate HR activity to business goals
- Motivated to improve things for the benefit of both the business and its people
- A fair and people-centric approach to finding solutions
- Can handle difficult situations with a professional and human perspective
- Exceptional relationship management and advisory skills
- Effective and flexible influencing style
- Excellent initiative and able to quickly spot what's needed
- Superb listening, negotiation and analytical skills
- Strong at organising and prioritising competing demands
- High attention to detail, quality and accuracy
- Technically savvy including ATS and HRIS implementation and maintenance

Experience and Qualifications

- CIPD level 7 qualification (or equivalent)
- Recruitment into professional and managerial level roles
- Solid generalist HR experience including change management, employee relations, performance management, advising and coaching managers, and handling day to day people matters
- Learning and development experience and coordination of learning programmes – desirable
- Experience of supporting a field-based workforce and flexible working patterns preferred

The role holder is required to perform related duties as required. This job description does not necessarily include every responsibility, requirement or skill associated with the role. It is intended to reflect the role currently and the manager and role holder will revise the job description as necessary to ensure the needs of The Institute and its customers can be met.