

Role:	Human Resources Manager
Manager:	Chief Executive Officer
Team:	CEO's Office
Location:	London SE1 (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 around 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

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 and ensure our approach supports the business and is in line with our Values. You'll work across the business to implement our people plans with a 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. Support, guide and coach managers to implement their line management responsibilities effectively and in line with business goals and culture.
5. Apply knowledge and good practice in a flexible way, balancing compliance with business values.
6. Advise on job design, selection and assessment techniques to ensure standards are maintained.
7. 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.
8. Manage the post-hire process - including overseeing our onboarding programme and supporting probation - to maximise the integration and success of new colleagues.
9. In conjunction with the CEO and CFO, manage annual pay review and bonus scheme implementation to ensure good governance and meet commercial needs.
10. Support performance, development and talent management frameworks, including helping create and implement new tools and approaches, to drive up the 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 deliver The Institute's annual learning and development plan, including creating and delivering internal content as agreed, selecting and managing the delivery of external providers, and promoting personal development across the business.
13. Manage and implement benefits, reward and wellbeing schemes and initiatives across the business to deliver balanced provision, promote uptake of employment benefits and achieve value for money.
14. Support the business in maintaining a quality working environment to support our culture, promote communication, teamworking and wellbeing, and create a positive employee experience.
15. Work collaboratively with the CIO to ensure compliance with health and safety requirements and promote good practice to support wellbeing (includes coordinating office and homeworking risk assessments).
16. Support employee engagement surveys and the design, implementation and monitoring of action plans.
17. Support the actions of the Internal Communications Group to promote positive engagement.
18. Develop, review and update policies, procedures and processes as agreed with the CEO and deliver policy training and updates to the business.

19. Maintain legal and good practice knowledge, implement relevant legal and process changes and train/inform managers and colleagues as necessary.
20. Oversee absence monitoring and provide support to resolve attendance, health and wellbeing concerns.
21. Produce a monthly HR report and commentaries in order to support management decision-making and to agree and implement relevant actions.
22. Manage HR system* and all HR record-keeping to ensure efficiency, accuracy and GDPR compliance.
23. Implement monthly payroll actions in conjunction with Finance to ensure accurate and timely reports.
24. Manage employee correspondence, ensuring contractual and other changes are properly documented.
25. Work with external HR consultants on specific projects as determined by the CEO.

**HR system including ATS will be selected and implemented by this role in 2022*

ROLE DIMENSIONS

Roles managed directly and indirectly: None

Financial responsibility / budget: learning and development; recruitment; benefits schemes and renewals; wellbeing; HR system.

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 and as agreed with the CEO.

SUCCESS CRITERIA

- A sustainable and high performing culture
- Strong working relationships with influence and profile across the business
- A role-model for our Values
- Efficient, robust and scalable people processes
- Appropriate action taken on performance, capability, and absence
- Effective and impactful delivery of internal learning and development activities
- Colleagues are actively engaged with their personal development
- High levels of employee engagement and wellbeing
- Positive employee engagement / satisfaction results
- Relevant and useful resources provided for colleagues to self-service (intranet)
- Effective communication and application of employment policy and good practice
- 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***

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

Attitudes

- Lives The Institute's values
- High integrity
- Proactive and solution-oriented
- A fair and people-centric approach to finding solutions

Skills

- Comfortable in a stand-alone role
- Resilient, grounded and practical approach
- Flexible in working across a wide range of activities and levels of complexity
- Commercial mindset: relates HR activity to business goals and makes balanced decisions
- Motivated to improve things for the benefit of both the business and its people
- 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 issues / what's needed
- Excellent listening, negotiation and analytical skills
- Strong at organising and prioritising competing demands
- Able to present to groups, including delivery of internal training
- 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)
- 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 strongly preferred
- Recruitment and assessment for a wide range of professional and managerial level roles
- 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.