



Changing lives every day

## Head of Human Resources

**Salary c. £45,000**

Depending on experience

**CLOSING DATE Monday 1<sup>st</sup> March 2021**

**Auriga Services Ltd**

Emmanuel Court, 12-14 Mill Street

Sutton Coldfield, B72 1TJ

[www.aurigaservices.co.uk](http://www.aurigaservices.co.uk)

Registered in England. Company number 5093179

## Background

Auriga Services Ltd is a dynamic, fast growing public benefit entity, which has already reached its 2020 vision to support 2 million people who are experiencing financial hardship. With a track record spanning 21 years, we are mature enough to provide outstanding service through the application of extraordinary levels of skills and experience. We manage combined annual funds of over £15 million helping people alleviate their debt and realise income and benefits that make a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds for water company customers, and income realisation for local authority residents and patients within the NHS. We help over 1,300 people every day who are experiencing financial hardship.

We are a company of over 80 friendly staff based in Sutton Coldfield. We are seeking exceptional people with passion, enthusiasm and ability to join us and make our mission a reality.

We enjoy flexible and home working, a generous holiday allowance, good pension and a great working environment.

## Job purpose

As a senior member of Auriga's management, provide leadership and professional management of Human Resources (HR) services across the organisation. The Head of HR role is fundamental to developing the Auriga's Strategic Business Plan pillar on organisations strategy, culture, development, and recruitment of high-quality staff.

- ★ Develop and implement a co-ordinated HR strategy creating synergy and harmony across the organisation.
- ★ Ensure the organisation is operating within a legally robust HR policy and procedural framework.
- ★ Provide robust professional HR advice and management information to managers within the organisation.

## Principle Accountabilities

### HR Strategy

- ★ Development of an organisation wide HR strategy incorporating resourcing, performance, pay and reward, equality and diversity, employee relations, consultation and terms and conditions which supports the organisation in delivering its corporate objectives and embeds our cultural vision.
- ★ Provision of professional advice on HR matters to facilitate strategic decision-making.
- ★ Creating and developing links, working with external support providers when expert advice is required.
- ★ Supporting the Chief Executive, Executive Management Team (EMT) and Senior Management Team (SMT) in determining and delivering the culture, vision, values and strategic goals of the organisation.

## **Employee Relations**

- ★ Development and regular review of appropriate HR policies and procedures in line with employment law and best practice and ensuring their effective operation in all.
- ★ Impact assess the equality and diversity impact of all HR policies.
- ★ Provision of support, coaching and training to staff to enable them to deliver effective management of day to day employee relations issues such as discipline, absence, grievance and performance management in line with organisational policy, engaging with external providers for support as appropriate.
- ★ Ensure oversight of disciplinary/capability and grievance cases to ensure their swift and effective resolution.
- ★ Evaluation of effectiveness of HR policy and practice, taking remedial action where appropriate.
- ★ Development and management of staff, leading meetings as required.
- ★ To drive well-being initiatives with an emphasis on workforce engagement, employee welfare and work life balance.
- ★ Provision of internal staff communications to ensure effective messaging systems and transparency across the organisation.
- ★ Working with the Executive PA, provide Organisational Development coaching where required as they are responsible for managing the administration of HR policies, inductions and the on-line HR software

## **Employee Resourcing**

- ★ Development and implementation of a workforce plan which meets the overall strategic plan of the organisation.
- ★ Lead on the HR strategic elements of change management as required to meet the workforce plans, including change management.
- ★ Management and delivery of effective and efficient recruitment, selection and exit processes which enable the organisation to secure the highest quality staff.
- ★ Responsible for ensuring all recruitment (including of volunteer and third-party staff) is undertaken in compliance with equalities requirements.
- ★ Creation and management of a pay and reward scheme which supports recruitment and retention and minimises risks in relation to equal pay, contractual terms and general employment law.
- ★ Management of appropriate job descriptions and person specifications.
- ★ Ensuring contracts of employment are issued for all staff within required timescales.

## **Performance**

- ★ Development and management of a cohesive and consistent performance management that focuses on securing high performance across the workforce in support of organisational improvement.
- ★ Management of Probation and Induction procedures across the organisation.
- ★ Identification of training needs to ensure a fair and equitable structure is in place to aid staff development and support succession planning.

## **Information Services**

- ★ Development and management of a co-ordinated management information system and common reporting processes to enable provision of key performance data such as absence, turnover and retention, performance and pay and employee relations issues.
- ★ Organise and conduct the annual Staff Satisfaction survey and report outcomes with actions plans. Test and report the effectiveness of actions.
- ★ Monitoring and analysis of key performance indicators.
- ★ Identification of concerns and delivery of remedial action.
- ★ Regular reporting to Chief Executive Officer, EMT members and SMT
- ★ Development of a document bank of template documents for use across the organisation.
- ★ Maintenance of a Staff Handbook.
- ★ Maintain confidentiality of HR information and records at all times in line with GDPR and manage freedom of information and Subject Access Requests.

## **Other**

- ★ Carry out any additional duties as reasonably requested

## Person Specification

Measured by your application, interview and references.

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>★ Chartered member of CIPD</li> <li>★ 10 years' experience working in a strategic and operational HR role</li> <li>★ Experience of development of HR policies and procedures</li> <li>★ Experience of leading and managing workplace change</li> <li>★ Experience of leading and managing a team</li> <li>★ Evidence of continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>★ Educated to degree level – preferably in a relevant subject or equivalent post graduate qualification, or equivalent senior level experience</li> </ul>
<b>Knowledge, Skills and Competencies</b>	<ul style="list-style-type: none"> <li>★ Expert knowledge of current HR and Organisational Development issues and awareness of broader developments in the field</li> <li>★ Well-developed consultancy and organisational diagnostic skills with the ability to translate strategic issues into HR interventions and solutions to meet business needs</li> <li>★ Ability to coach colleagues effectively and to empower and enable them to undertake their professional roles</li> <li>★ Experience of working with external professional advisers, recognising when independent advice should be sought</li> <li>★ Excellent communication skills including report writing and presentation skills</li> <li>★ Proactive, strategic thinker with sound judgement</li> <li>★ Strategic planning and preparing annual work plans</li> <li>★ Experienced in team development and change management</li> <li>★ Developing and implementing HR policies and procedures.</li> <li>★ Leading and managing workplace dispute processes</li> <li>★ Identifying and implementing workplace development opportunities</li> <li>★ Building, working with and maintaining effective relationships with all staff with Auriga Services</li> <li>★ Previous experience of working and engaging in consultation and negotiations</li> <li>★ Application of best practice in recruitment, training, and L&amp;D</li> <li>★ A track record of leading change and organisational development, engaging line managers and staff across a medium scale organisation</li> <li>★ Extensive experience of the management of complex and sensitive employee relations issues</li> <li>★ Demonstrable success at a senior level in HR policy and practice</li> <li>★ Experience of HR systems and their strategic importance to effective delivery of HR strategy Design or implementation of information sharing, knowledge management systems, monitoring and evaluation</li> </ul>	<ul style="list-style-type: none"> <li>★ Knowledge of HR functions relevant to a charitable organisation delivering complex services within financial constraints and under significant scrutiny</li> <li>★ Track record as a member of the senior management team of a non-profit organisation</li> </ul>
<b>Behavioural Attributes</b>	<ul style="list-style-type: none"> <li>★ An effective problem solver</li> <li>★ Collaborative, can influence and motivate</li> <li>★ Understands the role requires building trust and maintaining confidentiality at all times</li> <li>★ Fair, impartial and open to new ideas and information.</li> <li>★ Skilled communicator and facilitator</li> </ul>	

	<ul style="list-style-type: none"> <li>★ Focused on delivery of key objectives and shared priorities</li> <li>★ Ability to work under pressure and be resilient in the face of challenge</li> <li>★ Ability to prioritise</li> <li>★ Communicate effectively orally and in writing to a range of audiences</li> <li>★ Negotiate and consult effectively</li> <li>★ Manage good communication systems</li> <li>★ Chair meetings effectively</li> <li>★ Develop, maintain and use an effective network of contacts.</li> <li>★ Self-management skills: the ability to plan time effectively.</li> <li>★ Work under pressure and to deadlines</li> <li>★ Achieve challenging professional goals</li> <li>★ Take responsibility for own professional development.</li> <li>★ Personal impact and presence</li> <li>★ Energy, vigour and perseverance</li> <li>★ Dedication, hard work and commitment</li> <li>★ Reliability and integrity</li> <li>★ Empathy with the sector and customers facing hardship</li> </ul>	
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## Contract and Hours

This is a permanent full time contract.

Hours can be flexible to meet the requirements of the business and your personal situation. A reasonable amount of home working may be possible after the three-month probation period (except during COVID). Appropriate IT is provided for home workers.

## How to apply

To convince us that we should shortlist you for interview, it's important that you write us a good letter introducing yourself, as well as providing us with a job relevant CV. We're looking for those that take the extra effort to do some research about us, and demonstrate a desire to work in a company with our values.

***We automatically reject an application that arrives without a covering letter.***

## Closing date

**Monday 1<sup>st</sup> March 2021**

Send your covering letter and CV by email to: **Mark Abrams, Chief Executive**  
[mabrams@aurigaservices.co.uk](mailto:mabrams@aurigaservices.co.uk)