



Job Description

Job Title: People Team Manager

Reports to: Chief Financial Officer

Based at: Lingfield House, Darlington (hybrid)

Date: October 2024

Job Purpose:

As the People Team Manager, your role will be to support our Charity to recruit, develop and retain a happy and effective workforce.

You will be passionate about supporting all colleagues and promoting a positive, engaging working environment.

You will lead and manage the People team to improve the efficiency of internal systems and processes and ensure our Charity adheres to regulations and maintains professional standards, acting as a point of contact for queries and providing advice and guidance.

Key Objectives, Duties and Responsibilities

Support, Supervision and Performance Management

- To lead and continually support the People Team and identify any development opportunities so that they have the necessary skills and knowledge to fulfil their roles.
- Ensure regular supervisions and management of performance of the People team
- To support the HR team to deliver on the HR / People Team strategy across the charity
- To support operational managers to understand and adhere to HR related policies and procedures of the charity
- To support with effective training and advice across the Charity
- To maintain up to date knowledge of employment law and good practice in areas relating to people

Employee Relations:

- Ensure that managers, operations teams are adhering to legislative changes and policy and procedures
- Provide People advice and training eg, absence, performance and conduct management
- To participate and/or carry out investigations, disciplinaries, grievances or appeals as and when appropriate

Policies and Procedures:	<ul style="list-style-type: none"> • To contribute to the reviews of the charities HR policies and procedures for use by colleagues throughout the charity that reflect up to date legislation and best practice. • To provide advice to colleagues across the charity on HR policy and procedure • To ensure personal responsibility for own Health and Safety and follow all policy and procedure guidance. • Ensure relevant standards are followed at all times and maintained.
Continuous self-development;	<ul style="list-style-type: none"> • Ensure that knowledge of Employment law and the HR sector are up to date • To keep up to date with self-development, skills and knowledge • Attend training and activity where appropriate • Attendance and active participation at meetings as required
Performance Reviewing, Reporting and Data Analysis:	<ul style="list-style-type: none"> • To support with the provision of accurate HR function reports for services and the operations teams. • To ensure that the information held electronically for HR purposes is accurate and up to date. • To proactively analyse caseloads and data for trends and patterns and provide balanced recommendations of good practice to teams, including the operations teams.
Actively support the vision and values of the Charity	<ul style="list-style-type: none"> • Promote the core values of the Charity –hospitality, respect, compassion. • Act in a non-discriminatory manner • Maintain confidentiality at all times • Act as a positive role model to the team(s) • Undertake any other duties that are in keeping with the values of the Charity that you have the skills and ability to carry out.

Essential Criteria	Desirable
<ul style="list-style-type: none"> • An ability to demonstrate the core values of the Charity • CIPD Level 5 (or equivalent) • Previous experience in a generalist and operational HR role • Previous experience in a stand-alone HR role or a role with considerable autonomy • Experience of analysing data and preparing reports to monitor trends, 	<ul style="list-style-type: none"> • Training delivery • Facilitation skills • Organisational development experience

attrition rates, absence and employee satisfaction.

- Knowledge and experience of Payroll management
- Proven track record of successfully implementing new processes, policies and procedures in line with business growth
- In-depth knowledge of relevant legislation and regulations (Employment law, right to work, safeguarding, payroll)
- Proven leadership skills with the ability to influence at all levels
- Excellent interpersonal and communication skills to build relationships with all colleagues
- Strong leadership and coaching skills to motivate and develop your team
- Ability to prioritise effectively, manage competing demands, and work under pressure
- Proficiency in using HR systems with the ability to transfer skills to other systems, as needed

Disclosure and Barring Service (Enhanced without barring), which we will pay for required.