



Interim HR Manager

Directorate: Support Services

Location: WWT Slimbridge Wetlands Centre (or Home based)

Reporting to: Head of People

Grade: 9

Main function of post:

To support the Head of People to develop, implement and maintain the framework within which WWT attracts, employs and engages with its contracted and casual workforce primarily by providing professional advice and support to line managers within a designated area of responsibility and by developing policies, practices and employment initiatives as required.

Supervisory responsibilities: None.

Hours worked: This is a full time position working 37.5 hours per week.

Working pattern: Monday to Friday

Main duties of the post

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1. Provide professional advice, guidance, coaching and support to line managers on all employment related matters, working closely with line managers to ensure that the agreed and defined employment practices and standards are implemented. In addition understand the business needs of each department and unit and support any changes and developments that have employment implications.
2. Provide professional advice, guidance, coaching and support to line managers on individual employee relations cases, ensuring that these are well managed in a timely fashion, that proper use is made of third party legal advice and that an HR representative attends disciplinary, grievance and other case related meetings where appropriate.
3. Contribute to the timely fulfillment of all key employment practices and processes, such as recruitment, the appraisals and objectives setting process, the pay review process, the staff survey, adding value at every opportunity and leading on activities as and when required.

4. Actively support the development in confidence and competence of line managers to develop their skills in managing and developing their teams. Contribute to the development and delivery of training workshops, guidance tools, and other development initiatives.
5. In conjunction with the Head of People, continually seek to review and improve WWT employment practices, keeping up to date with legal developments, undertaking development projects as and when required which will involve writing reports, analysing data and creating documentation as required.
6. Review and update existing policies and produce new policies that ensure legal compliance and reflect and promote WWT's cultures and values.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: 2016

Amended: September 2017

Person Specification

1. Qualifications

Essential:

- Degree level of education or equivalent or
- Extensive work experience

Desirable:

- Professional membership of the CIPD

2. Experience

Essential:

- Experience of developing and working within a partnership relationship with managers in order to represent and advocate the wide range of topics within the sphere of the employment framework.
- Significant experience gained advising, coaching and supporting line managers on confidential and sensitive individual employee relations and other issues, in a professional and diplomatic manner.
- Experience of participating in and making an expert contribution to a wide range of employment activities including recruitment and selection, performance management, internal communication activities etc.
- Experience of developing and implementing new or revised employment policies and practices.
- Demonstrable knowledge of and experience of working with office administration systems and equipment, including Microsoft Outlook and MS Office software applications especially Word, Excel and PowerPoint.
- Experience of utilising computerised personnel systems including the manipulation and generating of reports and the analysis and interpretation of data.

Desirable:

- Experience of working within a multi-site, multi-disciplinary environment.
- Experience of the not for profit sector.
- Experience of working with professional head office functions such as IT, Marketing, Finance.
- Experience of working with operations teams including trading functions such as retail and catering.

3. Managerial & Supervisory

Essential:

- No direct line management of team members is required in this role.
- Experience of/demonstrable ability to provide technical advice, coaching and support to line managers for whom you are not directly responsible.

4. Responsibility

Essential:

- Operate independently, escalating matters, obstacles and problems to the Head of People.
- Ensure that WWT employment practices are adhered to within designated business areas.
- Coaching and supporting line managers at all levels within the organisation to engage with and lead their teams.
- Undertake analysis, assignments, reports and projects as required, team working effectively and completing reports and documentation to a high standard of presentation and accuracy.
- Manage a number of projects and tasks simultaneously prioritising as necessary, meeting deadlines and escalating obstacles as appropriate.

Levels of Responsibility:

- This post is not responsible for holding a budget; however any expenses or expenditure incurred must be within the scope of the agreed budget held by the Head of People.

5. Creative Ability

Essential:

- Demonstrable ability to manage and resolve people related issues with practical, pragmatic solutions in a supportive manner, building and maintaining long term effective working relationships.
- Possess a drive to continually review and improve the WWT employment framework and propose changes and solutions to ensure that activities support the organisation, are legally compliant and operationally practical.

6. Contact

Essential:

- Confidently liaise and advise managers and staff at all levels on HR practices and policies in a clear way.
- Possess the ability to listen carefully and to respond appropriately, coaching and counselling in a professional manner.
- Effectively communicate verbally in an engaging way in presentations and training events in order to influence change in others.
- Effectively communicate in writing with the ability to create reports, documents and policies that are easily understood by a wide ranging audience.
- Prepare and format documents to an appropriate standard for internal use.
- Liaise with external third party legal advisors to ensure employment related cases are managed in line with best practice and legislative compliance.
- Liaise with external third parties for project work, as appropriate.
- Work effectively as a team member both of the HR team and of the wider WWT team.
- Build contacts within the HR community and charity sector, as appropriate.

- Ensure regular contact with the Head of People on HR matters and the progress of projects, employee relations issues and general day to day HR matters.
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General Notes

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.

Whilst this post is based at WWT Slimbridge Wetland Centre, regular travel will be necessary to meet with teams based in the north of England, Scotland and Northern Ireland, to visit centres and departments within the area of designated responsibility and to attend meetings as and when required. A current driving licence is essential as is willingness to travel regularly (not necessarily frequently) to other WWT locations, staying away from home as and when required.