



# HR and Operations Manager - Job Description

## Purpose of the Role

Reporting to the Chief Operating Officer, the HR and Operations Manager is responsible for managing the employee lifecycle and core operational functions at CASPA.

The role ensures that HR and operational processes are efficient, compliant, and accessible. It also has a strategic focus on user experience in a neurodiverse organisation.

## Main Responsibilities

### Human Resources

- Manage the full employee lifecycle including recruitment, onboarding, and offboarding.
- Ensure HR processes are accessible, efficient, and compliant with legislation.
- Maintain HR systems (Bright HR, SharePoint) and ensure GDPR compliance.
- Monitor the HR email inbox, ensuring queries are dealt with promptly
- Manage employee relations casework. Support manager with workplace and employee related issues.
- Manage monthly payroll and pensions processing. Ensure Rota correct and respond to payroll queries.
- Produce quarterly HR reports.
- Manage CASPA's wellbeing, engagement and learning programmes.



- Annual policy maintenance and updates.

## **Operations**

- Manage suppliers, contracts, and service level agreements.
- Maintain Operations calendar.
- Produce quarterly Operations reports.
- Maintain systems and processes for efficiency and accessibility.
- Manage onboarding logistics including equipment and access.
- Coordinate internal communications and staff updates.

## **Health and Safety**

- Lead health and safety compliance and risk assessments.
- Manage incident reporting and training.
- Ensure locations are safe, accessible and compliant.

## **IT and Systems**

- Maintain Asset Register and Equipment Register.
- Act as first contact for IT issues and suppliers.
- Ensure systems are secure and GDPR compliant.

## Person Specification

The ideal candidate will have the following skills, experience and aptitude

<b>Criteria</b>	<b>Essential / Desirable</b>
HR generalist experience	Essential
Strong organisational and time management skills	Essential
Excellent communication skills	Essential
Attention to detail	Essential
CIPD qualification	Desirable
Charity sector experience	Desirable
Knowledge of autistic community	Desirable