

Head of HR, Volunteering & Training

Department: Support Services

Reports to: Head of Finance & Administration

Responsible for:

HR Administrative Assistant
Volunteer & Training Coordinator
Office Coordinator

Employment term Permanent

Salary: £38,781 per annum

Position based in Restore, Manzil Way, Oxford, Oxfordshire, UK

Benefits Employee Assistance Programme, Pension, 25 days plus bank holidays (Rising to 30 with increasing years of service), 4 weeks unpaid sabbatical after five years' service and more.

Purpose of the role

People are the heart and soul of Restore and the purpose of the HR function is to ensure that the right people are recruited, developed, engaged and retained to deliver our vision and mission to provide excellent mental health recovery and coaching services to communities across Oxfordshire.

The Head of HR is a key member of our Executive team, and leads on all areas of human resources policy, staff and volunteer development, learning, and retention.

This is an exciting time to join Restore as we seek the right candidate to lead and support the development of several HR and related projects, including new Restore Workplace Wellbeing and EDEI strategies, and a new Community of Practice for Restore service teams.

You will play a key role in ensuring our organisational values continue to be embedded into day to day working practices. You will provide strong, supportive leadership to a small but dynamic HR team, utilising a collaborative coaching and development approach, fostering a culture of continuous professional development.

Key responsibilities:

Senior leadership

- Lead on the high quality delivery of HR policies and processes, staff and volunteer resourcing, reward, retention, employee relations, valued based recruitment, and learning and development in line with Restore's strategy, Business Plan, vision and values
- Monitor and provide insight and guidance on the effectiveness of Restore's people management practices and processes via a range of KPIs, reporting to Executive team peers and Restore trustees
- Ensure compliance with HR related legislation, statutory duties and contractual obligations
- Support the Training and Volunteering Coordinator in the creation and implementation of

- high impact, insight driven Training and Volunteering initiatives
- Work with the Executive team to ensure promotion of an inclusive workplace environment where all feel welcome and heard
- Be an influential and visible figure at Restore, driving improvements forward in relation to people and culture

Human resources

- Provide HR advice and support to colleagues at Restore, accessing external legal advice where required, to ensure legal compliance throughout
- Keep abreast with changes in legislation, ensuring that all relevant changes are adopted
- Lead Restore's performance management processes in line with best practice
- Ensure effective maintenance of HR records, ensuring complete accuracy, confidentiality and data integrity including recording and monitoring sickness absence and annual leave, reporting and handling queries from staff and volunteers
- Ensure effective completion of all aspects of the administration of payroll and pensions using Sage Payroll and Sage HR software
- Oversee all aspects of administration relating to recruitment including the drafting of job descriptions, advertisements, screening applications, shortlisting, interviewing and candidate selection
- Hold responsibility for the roll out of an effective annual appraisal process for all staff including designing and delivering appraisal training
- Provide leadership and vision for Restore in the areas of volunteering and training, promoting best practice and efficient use of resources
- Ensure the delivery of an excellent programme of staff and volunteer mandatory and additional training and development in line with the Restore's strategy, vision and mission, ensuring we meet our statutory responsibilities and contractual obligations
- Manage the staff and volunteering training budgets

Line management

- To provide effective oversight, line management and support to key members of the wider Support Services team including undertaking regular one to one supervision and annual appraisal, ensuring clear direction and goal setting, alongside the implementation of individual learning and development plans for each of your reports
- Support the team to promote best practice across Restore in such areas as employee and volunteer relations, training, development, workplace wellbeing, and EDEI, fostering a culture of continuous professional development in those areas

Projects

- Lead on the development and implementation of a new Restore Workplace Wellbeing strategy including the recruitment and development of a network of internal Wellbeing Champions
- Lead on the development and implementation of a new Restore EDEI strategy
- Lead a review of 'reward and retention' at Restore, and make recommendations to the Head of Finance and Administration and CEO
- Oversee annual all staff and volunteer surveys, ensuring insights are turned into action

Other

- Work with members of the Executive Team and other colleagues on the development of Restore's overall strategy and vision, and subsequent business planning
- Participate positively in regular supervision and annual appraisal
- Support the CEO to deliver 'all staff' meetings and other internal communications
- Be the Executive team lead for Restore's HR Sub-committee, liaising effectively with trustees

This job description is not exhaustive and may be subject to change to meet the operational needs of the organisation.

Person Specification

You will have an understanding of the voluntary sector, and a genuine interest and commitment to improving the lives of people who experience mental health problems.

You will be passionate about creating a workplace culture where everyone feels valued and supported.

You will be people focussed with a proactive approach to work and the ability to communicate effectively across all levels of the organisation.

You will have an awareness of the stigma and discrimination faced by people experiencing mental health problems and of the importance of providing a non judgmental workplace environment conducive to wellbeing.

Essential

- Minimum 2 years' experience of hands-on HR leadership including significant relevant experience and knowledge across a wide range of HR disciplines including learning, resourcing, talent and retention
- CIPD qualified or other degree in HR related field
- An understanding and practical knowledge of employment legislation and good practice
- Practical knowledge and experience of Sage and / or other databases
- A working knowledge of GDPR and understanding of the importance of confidentiality
- Experience of developing staff and volunteer training programmes
- Experience of budget management
- Experience in leading and supporting a high performing team
- Strong interpersonal and influencing skills
- Ability to build good working relationships with colleagues at all levels including the ability to secure engagement from staff, and managers
- High levels of accuracy, attention to detail and ability to work to tight deadlines
- Experience of developing and implementing robust and effective work-plans
- Ability to present and articulate (sometimes complex) information in a simple and concise way

Desirable Requirements

- Experience of working in the voluntary or not for profit sectors
- Experience of working with people with mental health problems
- Experience managing volunteers
- Experience of managing organisational change

Other

- The ability to work within Restore's policies and procedures including Equal Opportunities and Confidentiality.
- Willing and able to undertake occasional evening and weekend work
- Willingness and ability to work hours outside of normal office hours on occasion and elsewhere in the county (Restore service sites)
- Willing and able to undertake regular travel within the county and occasionally elsewhere in the UK
- Willingness to work flexibility in response to changing organisational requirements.
- This post is subject to a satisfactory Disclosure and Barring Service check

Values & Behaviours

Recovery

You understand mental health recovery as a journey defined by the individual, which focuses on achieving personal control and purposefulness through a process of pursuing aspirations and reclaiming a fulfilling role in their community and wider society.

Empowerment

You empower staff by consulting, listening, and taking action.

You take a person centred approach to line management, valuing and responding to different life experiences, knowledge, and working styles.

You are committed to enabling and empowering people in their mental health recovery journey to manage their own mental health and wellbeing, supporting them to realise their potential.

Support

You prioritise supervision, learning and development and coproduce objectives with each member of your team.

You are responsive when things go less well and are solution focussed.

You take a restorative approach to tackling problems.

You understand the value and importance of continuous professional development.

Hope

You have a positive attitude and motivate your team through your commitment to Restore's mission, enabling them to understand the valuable part they play in achieving our overarching aims.

Respect

You understand the challenges faced by those of us experiencing a mental health problem and are committed to challenging the stigma and discrimination that persists about mental Health.

About Restore

Restore works in Oxfordshire with people who have severe and enduring mental health problems.

We are one of the longest-established, and most highly-regarded community rehabilitation services in the UK.

Founded in 1977, we are part of an award winning partnership of local mental health organisations (Oxfordshire Mental Health Partnership) with a commitment to helping people to recover, stay well and participate in the life of our communities.

We know that everyone has talents and abilities and believe that people with mental health problems have the right to work, the right to the support they need to gain employment and lead fulfilling lives.

We also believe that the stigma associated with mental health problems damages the whole community and in all we do, we work to challenge this discrimination.

Restore provides **Recovery Services** and **Coaching** and is also host to the **Oxfordshire Recovery College**. Restore service environments provide a continuum of therapeutic care in a setting which allows the time, space and community to develop a sense of purpose and achieve stability.

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Find out more at www.restore.org.uk