



Job Description: HR and Quality Manager

- Hours:** 22 hours per week. The post requires flexible working and will include occasional evening and weekend work.
- Salary:** £36,146 per annum pro rata. (Actual Salary for 22 hours: £21,326)
- Reports to:** Chief Executive
- Location:** The role will work flexibly at home and in the office. The base for the role is Derbyshire Mind's office in Derby. There will be some travel across Derbyshire.
- Direct Reports:** Administrator
- Confidentiality:** In the course of the work, the post holder may have knowledge of, or access to information, which is confidential. It is essential that this confidentiality is respected at all times and that all work is carried out within the context of Derbyshire Mind's Confidentiality Policy.

Job Purpose

The HR and Quality Manager is responsible for the overall management, development and delivery of the Human Resources (HR) and Quality functions for Derbyshire Mind. They are also the lead manager responsible for Health and Safety and Equality, Diversity and Inclusion (EDI). They ensure that all aspects of quality, governance and compliance across the organisation are identified, developed, monitored and maintained. They are supported in these work areas by the Administrator.

The HR and Quality Manager works as a member of the Senior Management Team (SMT) to provide effective leadership and management of the organisation in line with our strategy and values.

Main Duties and Responsibilities

- 1) To be responsible for the operational management and administration of HR and quality across the organisation.

- 2) To provide HR guidance and support to line managers across the organisation, seeking advice from our employment law advisors when required.
- 3) To develop systems and processes to provide HR and quality related data and reports for the SMT and Board.
- 4) To manage and develop Derbyshire Mind's electronic personnel system (on SAGE) and ensure all key data is updated, liaising closely with managers across the organisation.
- 5) To manage and support the development of the Administrator, through supervision, coaching and delegation as appropriate.
- 6) To lead the process for the continuous review and communication of organisational policies and procedures, including tracking progress and deadlines.
- 7) To lead and develop Derbyshire Mind's recruitment processes, supporting managers to write recruitment paperwork, setting recruitment timetables, and co-ordinating advertising and employment checks.
- 8) To provide training and support to recruiting managers on interview tools and techniques.
- 9) To co-ordinate and develop the induction experience for new staff and volunteers, supporting recruiting managers as required.
- 10) To ensure all employment contracts and key agreements are kept updated and in line with employment law.
- 11) To be the lead manager for EDI, supporting the CEO and Board to develop a positive and inclusive organisational culture.
- 12) To be the lead manager for Health and Safety, ensuring compliance with relevant legislation and promoting a positive health and safety culture across the organisation.
- 13) To oversee performance management systems and processes, including ensuring that staff receive regular supervision and an annual Individual Performance Review (IPR).
- 14) To lead the delivery and development of staff and volunteer training, including monitoring compliance with mandatory training requirements and refreshers.
- 15) To oversee the monitoring systems for annual leave and sickness absence, ensuring accurate data is maintained.
- 16) To manage Derbyshire Mind's office sites and facilities, creating a safe and comfortable working environment for staff and volunteers.

- 17) To lead and develop monitoring systems for complaints, incidents and accidents in accordance with organisational policies and procedures.
- 18) To co-ordinate Derbyshire Mind's Mind Quality Mark (MQM) review process, and to support the CEO to monitor continued compliance with all MQM requirements.
- 19) To attend the Board and the Governance Sub-Committee, and to take notes of the meetings. To produce the agendas, organise the meetings, and provide reports, papers and information ahead of the meetings as required.
- 20) To be an active member of the SMT and to undertake such tasks as deemed necessary to support the Chief Executive and SMT colleagues for the benefit of the organisation.

Personal Development

1. To maintain an up-to-date knowledge and expertise in respect of key legislation and policy relevant to HR, governance, health and safety, EDI, quality and compliance.
2. To undertake training as required or considered appropriate for the post.
3. To actively participate in regular supervision sessions and team meetings, including SMT meetings.
4. To participate in Individual Performance Review and personal development plans and to undertake training and development as identified.

General

1. To work in line with Derbyshire Mind values, policies, procedures, codes and guidance, including in relation to health and safety, confidentiality, safeguarding, data protection and EDI.
2. To actively promote the aims and principles of Derbyshire Mind and take part in any Derbyshire Mind activities as directed.
3. To maintain the confidentiality of any information gained during employment with Derbyshire Mind at all times.
4. The post holder will be required to travel to sites across Derbyshire.
5. The post requires flexible working including occasional evening and weekend work when required. This includes attendance at evening committee meetings and board meetings.

This job description may be subject to joint review from time to time between the post holder and Derbyshire Mind.

Person Specification: HR and Quality Manager

Key Criteria	Essential / Desirable criteria	Assessed at: A: Application I: interview
Qualifications/ Education		
CIPD qualification Level 5 or above (working towards or fully qualified)	Essential	A
Experience / knowledge		
Experience of implementing and maintaining effective operational HR systems in an organisation of similar size and scope	Essential	A
Experience of working within internal and external quality frameworks and leading improvements in quality	Essential	A
Experience of developing and implementing policies, procedures and working practices	Essential	A
Experience of working in a charitable/voluntary organisation and the particular challenges and constraints faced	Desirable	A
Knowledge of employment law and best practice in HR	Essential	A & I
Experience in responding to and dealing effectively with staff and HR related issues	Essential	A & I
Experience of advising and supporting managers with HR and quality issues	Essential	A & I
Working knowledge of Health and Safety and relevant legislation	Essential	A & I
Knowledge of and empathy for the issues facing people with mental health problems.	Desirable	I
Skills & Abilities		
Advanced IT skills, including in the use of Microsoft Office and HR systems	Essential	A
Excellent numeracy, literacy and report writing skills, with attention to detail	Essential	A
Well-developed influencing skills with the ability to deliver organisation-wide changes to systems and processes	Essential	A & I
Strong interpersonal skills - able to form positive, professional relationships with internal and external staff, volunteers and stakeholders, at all levels.	Essential	I
Ability to communicate clearly and in a compelling manner, with active listening skills	Essential	I
Ability to manage own workload and operate with minimum supervision, remaining calm under pressure	Essential	I
Ability to work collaboratively as part of a team	Essential	I
Ability to manage professional boundaries, deal with sensitive information and maintain strict confidentiality both in and out of the workplace	Essential	I
Attitude and approach		
Flexible in approach and willing to work occasional evenings and weekends when required	Essential	A
Strong advocate for the principles of Equality, Diversity and Inclusion	Essential	A & I

Adaptable and able to work in the ever-changing context of a charitable organisation	Essential	I
Self-motivated, enthusiastic and committed	Essential	I
Commitment to working within the framework of Derbyshire Mind policies and procedures	Essential	I

Other Job requirements		
Means of transport to regularly attend our Derby office and sites across Derbyshire when required, to fulfil the requirements of the role.	Essential	A