



## JOB DESCRIPTION

<b>Title:</b>	<b>Head of Human Resources</b>
<b>Reporting to:</b>	CEO
<b>Responsible for:</b>	HR Administrator and Executive Assistant
<b>Salary Range:</b>	£45,942.84- £48,239.32 per annum
<b>Hours:</b>	36 hours per week, 9am – 5pm (This will include working some evenings to attend committee and Board meetings)
<b>Contract:</b>	Permanent
<b>Location:</b>	Main place of work will be: 26 Pampisford Road, Purley, Surrey, CR8 2NE, and other locations from time to time.

Mind in Croydon (MiC) is a charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon and the surrounding areas. MiC delivers Mental Health Transformation Program services alongside Croydon BME Forum, these include Croydon Health and Wellbeing Space and Mental Health Personal Independence Coordinators. Other services include Recovery Space, Advocacy, Active Minds, Carers Support, Peer Support In Reach, Social Networking, Counselling and an Information Service.

### **Purpose of the role:**

As the Head of Human Resources, you will play a crucial role in fostering a positive work environment for all volunteers and employees. The post holder will drive organisational initiatives to enhance our organisation, effectiveness, and responsibilities spanning from managing our HR and Volunteering teams, employee and Volunteer development, well-being, and performance management. The successful candidate will have learned experience and be a strategic thinker to contribute to organisational growth.

### **Main responsibilities and key tasks:**

#### **Strategic HR Leadership**

- Develop and implement HR strategies aligned with the organisational goals.
- Collaborate with the leadership team to integrate HR plans into overall business strategies.
- Responsible for the day-to-day operational management and administration of Human Resources across the organisation.
- Supporting the CEO
- Work closely with the senior management team and managers in providing high-quality HR services and sound employment advice.
- Develop processes for tracking and utilising HR data to provide quality written reports for senior management and the Board to make informed decisions, e.g. sickness absence; retention; salary benchmarking, exit/ stay interviews, etc.
- Lead and manage the HR system and ensure all key data is updated, liaising closely with the finance team and managers.

#### **Talent Acquisition and Management**

- Oversee the recruitment process for staff and volunteers, ensuring the selection of high-quality candidates.
- Develop and maintain effective onboarding and orientation programs.
- Implement talent management and succession planning initiatives.
- Ensure recruitment policies and procedures are understood and adhered to so that we recruit the right people with the right skills and values.



- Manage the end-to-end recruitment process supporting and advising hiring managers.
- Ensure all employee contracts and key agreements are updated and in line with employment law.
- Ensure all recruitment activity is UK GDPR compliant and in line with EDI policy
- Work with managers to ensure all new staff have an effective induction and probation period.

#### **Employee Relations**

- Provide advice and guidance for managers and employees on all employee-related matters to mitigate risk
- Assist with bringing employee relation issues to a successful resolution.
- Foster a positive organisational culture that promotes employee engagement and well-being.
- Manage disciplinary and grievance processes, ensuring compliance with relevant policies and legislation.

#### **Performance Management and People Development**

- Oversee the performance management system that reflects the values and culture of the organisation, to ensure high performance across the organisation:
- Ensure supervision and appraisals are being done on a monthly/six-weekly and yearly basis.
- Support managers to identify training needs and coordinate professional development programs.
- Promote a learning culture within the organisation to enhance employee skills and competencies.
- Manage the recording of all training and book training interventions in line with the mandatory training.
- Implement and manage performance appraisal systems.
- Guide managers on performance-related matters and facilitate continuous feedback.

#### **Compensation and Benefits**

- Work with the finance team to maintain an audit trail of all staff changes affecting the completion of the monthly payroll.
- Identify training needs and coordinate professional development programs.
- Promote a learning culture within the organisation to enhance employee skills and competencies.
- Calculate annual leave allowances, input sickness absence data, and ensure that the HR system is accurate and up to date.

#### **Policies and Procedures**

- Ensure effective communication on policies and procedures so that management and staff understand when they are updated.
- Develop briefing sessions on key policies and procedures and run sessions with managers so that they have a full understanding of the procedure.
- Ensure that all policies are included in the onboarding and induction processes.
- Identify training needs and coordinate professional development programs.
- Support managers to promote a learning culture within the organisation to enhance employee skills and competencies.



## Person Specification

The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon believe the successful candidate would need to exemplify to succeed in the post. The role requires a skilled, knowledgeable, and empathetic person, who enjoys working with a cross-section of stakeholders and thrives in a team.

	Essential	Desirable
<b>Qualifications</b>		
Has a degree or degree-level qualification, preferably related to Management/Human Resources		D
CIPD Level 5 qualification or relevant work experience with a commitment to progress toward Level 7	E	
<b>Experience</b>		
Has the latest knowledge of employment law, HR best practices and process and has a sound understanding of the contribution of HR to the success of an organisation	E	
Involved in organisational development and change management and in supporting organisations to develop and grow through substantial changes		D
Experience within not-for-profit and/or commercial organisations of a similar size and complexity		D
Demonstrable experience of developing and implementing employment policies, procedures and working practices in a team setting	E	
Experience in monitoring and evaluating systems and statistics, providing reports in preparation of board meetings		D
Experience in responding to and dealing effectively with employee relations issues in a timely manner and managing issues in situ as they arise	E	
Experience of working to achieve, maintain, review and implement organisation wide and service specific accreditations		D
<b>Knowledge, Skills and Capabilities</b>		
Knowledge of HR systems	E	
Strong organisation and planning skills to be able to prioritise and manage diverse and multiple projects and work	E	
Able to build a rapport and establish professional relationships with others based on trust and understanding	E	
Can communicate clearly and in a compelling manner, as well as possessing active listening skills	E	
Ability to focus on and build a person's strengths and their ability to make use of the resources available to them	E	
Works well independently and as part of a team, and collaborating well with colleagues	E	
Adaptable, flexible and able to work in the ever-changing context of a growing organisation	E	
Excellent numeracy, literacy, IT and verbal communication skills	E	



**Listed below are the personal attributes and approach to work we like fellow colleagues to demonstrate:**

- Work in accordance with Mind in Croydon's Values, Aims, and Objectives.
- Values people and sees their potential, worth and strengths.
- Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs.
- Works inclusively, respecting the diversity of each person's experience, and their background or cultural context.
- Engage in supervision and undertake training as required.
- A can-do attitude to solving problems and coming up with solutions.
- Shares responsibility for their own personal development
- In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

*If you believe you would add value to our organisation but do not meet all of the criteria we have laid out, we would still love to hear from you. Please explain the value you would bring in your cover letter.*

*We encourage applications from marginalized and ethnic minority groups, as it reflects our community in Croydon.*