

Job Title:	HR Manager
Department:	People & Culture
Location:	London
Reports to:	Head People, Culture and Services
Line Management responsibility:	HR Officer, HR Assistant
Budgetary Responsibility:	None
Child Safeguarding level:	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or if the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>

Job Purpose:

The HR Manager will be responsible for managing the day-to-day HR operations, focusing on delivering high-quality HR services. The role oversees employee relations, employee experience, learning and development, reward, resourcing, talent management, people analytics, EDI, wellbeing and payroll. The HR Manager will ensure the effective execution of HR processes and the maintenance of HR good practices across Muslim Aid, with a specific focus on using HR metrics to inform strategic decisions.

Key Responsibilities:

HR Operations and Administration:

1. Oversee and manage all aspects of HR operations, ensuring compliance with legal and organisational policies.
2. Manage the HR team, providing guidance and support to ensure effective service delivery across all HR areas.

Overseeing Outsourced Payroll Functions:

1. Serve as the primary liaison between the organisation and the external payroll service provider.
2. Ensure accurate and timely processing of payroll by verifying data provided to and received from the payroll provider.
3. Manage compliance with all payroll-related legal and regulatory requirements, coordinating with the payroll provider to ensure adherence.
4. Address and resolve any discrepancies or issues in payroll processing in a timely manner.
5. Communicate effectively with employees regarding payroll issues, changes, and educate them on relevant payroll information.
6. Coordinate with the finance department to ensure payroll costs are correctly budgeted and analysed.

Recruitment and Onboarding:

7. Manage the recruitment process from job posting to hiring, ensuring a smooth and efficient candidate experience.
8. Oversee the onboarding process for new hires, ensuring they receive all necessary training and introductions to Muslim Aid policies.

Employee Relations:

9. Respond promptly and effectively to HR-related inquiries from employees and management.
10. Manage employee relations casework including dispute resolutions, disciplinaries, grievances, absence, and redundancy.
11. Conduct training sessions to educate employees and managers on HR policies and best practices.
12. Ensure consistent application of policies across the organisation.
13. Maintain accurate and up-to-date records of employee inquiries, complaints, and resolutions.
14. Ensure employees are informed about relevant HR updates and changes.
15. Develop and implement initiatives to enhance employee engagement and satisfaction.
16. Organise activities and programs to promote a positive workplace culture.
17. Identify and address potential issues to maintain a positive work environment.
18. Continuously seek opportunities to improve HR processes and employee relations practices.
19. Ensure legal compliance throughout all HR practices, particularly in relation to employment law.
20. Conduct exit interviews and analyse feedback for organisational improvement.

Training and Development:

21. Coordinate with department heads to identify training needs and oversee the development and delivery of training programs.
22. Evaluate the effectiveness of training programs and make adjustments as necessary to align with Muslim Aid goals.
23. Facilitate career development and progression opportunities.

Performance Management:

24. Oversee the performance review process and ensure it is conducted fairly and consistently across all departments.
25. Assist managers in setting performance metrics and SMART objectives for their teams.
26. Provide guidance and support to managers and employees on performance-related issues.

Compensation and Benefits:

27. Manage employee benefits and support programmes.
28. Conducting compensation analysis to ensure competitive pay structures.
29. Evaluate job roles and responsibilities to determine appropriate compensation levels.
30. Ensure pay equity and fairness across the organisation to prevent discrimination and promote fairness.
31. Assist in the budgeting process for compensation and benefits, ensuring alignment with the organisation's financial goals.
32. Assist in designing and implementing incentive and bonus programs to reward high performance.

HR Information System:

33. Ensure the new HR system (Personio) is fully utilised and oversee the implementation of remaining modules.
34. Maintain expertise on the HR system and ensure its optimal use across the organisation.

HR Analytics and Policy Management:

35. Analyse HR metrics such as employee turnover, sickness absence, and other relevant data to inform and improve HR strategies and practices.
36. Support with the review and update HR policies to ensure they are in compliance with current laws and best practices.
37. Use data to monitor and report on workforce trends, helping to predict and manage potential issues related to staffing and performance.

Compliance and Documentation:

38. Maintain comprehensive knowledge of HR regulations and employment laws, ensuring Muslim Aid remains compliant.
39. Manage HR records and documentation, ensuring all employee files are up-to-date and secure.

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Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Bachelor's degree in Human Resources, Business Administration, or a related field.	Essential	Application
CIPD member or equivalent experience.	Essential	Application
Experience & Knowledge:		
Proven experience in managing HR operations and a team within a small to mid sized organisation.	Essential	Application and Interview
Strong background in employee relations, including handling disputes and ensuring compliance with employment laws.	Essential	Application and Interview
Experience in overseeing outsourced payroll functions and liaising with external service providers.	Desirable	Application and Interview
Strong background in recruitment, talent acquisition, and retention strategies.	Essential	Application and Interview
Comprehensive understanding of employment laws, regulations, and best practices.	Essential	Application and Interview
Experience in designing and implementing training programs.	Essential	Application and Interview
Experience in managing HR projects and initiatives.	Essential	Application and Interview
Proficiency in performance appraisal systems and employee development.	Essential	Application and Interview
Skills & Abilities:		
Excellent leadership and team management skills, capable of mentoring and motivating the HR team.	Essential	Application and Interview
Strong analytical skills to manage HR metrics and use data to inform HR strategy.	Essential	Application and Interview
Proficient in HRIS systems and payroll software, with a strong ability to oversee complex payroll functions.	Essential	Application and Interview
High level of integrity and professionalism.	Essential	Application and Interview
Excellent problem-solving skills and the ability to handle sensitive situations with discretion.	Essential	Application and Interview
Strong communication skills to effectively liaise with both internal and external stakeholders.	Essential	Application and Interview

Advanced skills in conflict resolution and negotiation.	Essential	Application and Interview
Strategic HR management abilities to align HR functions with organisational goals.	Essential	Application and Interview
Adaptability to rapidly changing environments.	Essential	Application and Interview
Skills in leading and managing organizational change.	Essential	Application and Interview
Commitments:		
Commitment to Muslim Aid's mission, visions and values.	Essential	
Commitment to Muslim Aid's ethos.	Essential	
Commitment to equality of opportunity and diversity.	Essential	
Commitment to Muslim Aid's Safeguarding Policy and Procedure.	Essential	

You will display the competencies below:

Competencies	Definition
Team working	Collaborative and co-operative approach to engaging with internal and external stakeholders.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR

Employee Signature:		Employee Name:		Date:	
Line Manager Signature:		Line Manager Name:		Date:	