



**Job Title:** People and Resources Manager

**Reports to:** Head of People and Resources

**Overall Purpose of the Job:**

As the People and Resources Manager, you will support the Head of People and Resources in the delivery of a people-first strategy, ensuring that Eldon Housing Association's vision, values, and commitment to employee well-being are reflected in all HR and resource management processes. You will help implement people-centric policies and procedures, manage day-to-day HR operations, and contribute to the effective management of office resources. Additionally, you will play a key role in driving employee engagement, DEIB initiatives, and providing guidance on employee relations, recruitment, and performance management.

**Key Responsibilities:**

**Human Resource Services:**

- Assist in implementing and maintaining HR policies and procedures, ensuring compliance with legal and regulatory requirements.
- Support the recruitment, onboarding, and induction processes, ensuring a smooth experience for new hires and adherence to employment laws.
- Manage day-to-day employee relations issues, providing guidance to managers on disciplinary and grievance procedures.
- Assist in the monitoring of staff absence, including sickness absence, ensuring appropriate interventions are in place to support well-being.
- Assist in the administration of staff benefits, including payroll, holiday entitlements, and other compensations.
- Coordinate training and development activities to ensure staff compliance with mandatory requirements and support their career progression.

**Business Partnering:**

- Support the Head of People and Resources in fostering strong partnerships with the Senior Leadership Team (SLT) and managers.
- Provide operational HR advice to managers on recruitment, employee relations, performance management, and organisational change.
- Assist in managing and developing staff engagement and wellbeing initiatives, including forums and internal communication strategies.
- Promote and implement diversity, equity, and inclusion initiatives across the Association.
- Facilitate internal learning and development events, helping to build skills and competencies across the workforce.

### **Office and Resource Management:**

- Assist in the day to day running of the office acting as the Office Manager.
- Support the efficient management of office resources, including office supplies, facilities, and equipment.
- Ensure health and safety compliance within the workplace, working closely with managers to complete risk assessments and address any potential issues.

### **Compliance and Reporting:**

- Assist in producing reports for the Head of People and Resources and the Senior Leadership Team, including HR Key Performance Indicators (KPIs).
- Assist in maintaining up-to-date employee records and manage HR systems to ensure accuracy in reporting and data management.

### **Learning and Development**

- Actively participate in self-development as appropriate and training as identified for the benefit of performance management.
- To participate in an annual individual appraisal and supervision performance review, and to take responsibility for maintaining a record of own personal and/or professional development.

### **Best Practice**

- Work to promote the Association and ensure that its reputation is enhanced.
- Work within the Association's Equality and Diversity Policy and ensure implementation of the same.
- Respect confidentiality in relation to information shared by tenants and work in line with the requirements of GDPR.
- To communicate effectively and always treat all tenants and colleagues with respect and dignity.

### **Other**

- Deputise for the Head of People and Resources in their absence, and support the Chief Executive, the Board, and the Senior Leadership Team
- Supervise the HR Officer and Central Services and Resources Administrator, particularly in the absence of the Head of People and Resources.
- Undertake other duties as required by the Head of People and Resources.

This job description is designed to outline the key responsibilities and duties of the role, but the postholder may be required to undertake additional duties as reasonably required by the Head of People and Resources.

## Person specification:

	Essential	Desirable
<b>Experience &amp; qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant HR qualification or experience in a similar HR role.</li> <li>• Experience in providing HR support to management teams and employees.</li> <li>• Experience in managing ER cases such as sickness, disciplinary and grievances.</li> </ul>	<ul style="list-style-type: none"> <li>• Studying towards or holding a CIPD certification.</li> <li>• Experience of working within a housing or charitable organisation.</li> <li>• Knowledge of TUPE transfers, redundancy processes, and organisational change.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of HR best practices, employment law, and regulatory compliance.</li> <li>• Strong attention to detail with the ability to produce accurate reports and data analysis.</li> <li>• Excellent IT skills, including proficiency in Microsoft Office.</li> <li>• Knowledge of HR systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Iris / Cascade</li> <li>• Knowledge of wellbeing programmes in the workplace.</li> </ul>
<b>Personal style and behaviour</b>	<ul style="list-style-type: none"> <li>• Confident and calm approach to work.</li> <li>• Strong attention to detail.</li> <li>• Self-starter with a proactive approach.</li> <li>• Can work as part of a team to get things done.</li> <li>• Personal commitment to the values, vision, and objectives of the organisation.</li> <li>• Lead by example (be a role model).</li> <li>• Supportive of a charitable, caring organisations aims and objectives.</li> <li>• Works openly and honestly with colleagues, customers and suppliers and treats others with respect.</li> </ul>	

<b>Other requirements</b>	<ul style="list-style-type: none"><li>• A high degree of confidentiality, trust, and reliability.</li><li>• Commitment to quality, customer service, best practice, and best value in all aspects of the organisation's operations.</li><li>• Ability to work flexibly and out of normal office hours.</li><li>• Evidenced commitment to diversity and inclusion.</li></ul>	
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