

Hightown Housing Association

JOB DESCRIPTION

Job title:	HR Business Partner
Team:	Human Resources
Responsible to:	Chief Executive
Responsible for:	HR Assistant, HR Advisor, Learning & Development Manager

Job Summary

Provide specialist HR and Learning & Development advice and develop relationships with senior management to contribute and influence the decision making progress on all people related issues. Lead the HR team to promote/implement the People Development Plan. Utilise expertise to implement added value activities to deliver a 'return on investment' and improve efficiency across areas of responsibility.

Employee Relations (ER)

- Advise Management on all people related issues.
- Contribute to the development and implementation of Hightown's Strategic Objectives.
- Prepare a People Development Plan
- Manage and advise on all complex disciplinary, grievance, performance, redundancy, restructure, H&S, TUPE and absence issues.
- Coach and develop managers to devolve key HR processes/decision making in the above ER areas.
- Update all HR policies, procedures and template letters based on Employment Law and Employment Tribunal outcomes.
- Prepare Employment Tribunal paperwork on behalf of Hightown
- Represent Hightown at Employment Tribunal as required

Performance Management (PM)

- Lead the Coordination of the appraisal process. Ensuring all staff have an appraisal/training plan that has SMART goals.
- Coach Managers to produce action plans based on the outcome of the appraisals/talent matrix (low performers/solid contributors/high performers).
- Coach and challenge managers to performance manage staff that are not meeting their objectives in line with Hightown's Capability policy.
- Monitor and take appropriate action to ensure probationary reviews are completed for all staff.
- Partner with managers to identify their 'people' needs, assisting the manager in taking action to build capability and to drive performance across the organisation.

Resourcing

- Maximise resourcing efficiency by supporting managers/HR Team to take a proactive approach in filling vacant roles, focusing on career development and succession planning.
- Manage and continuously improve the employee on board (induction) process by supporting managers to align the organisation's goals throughout this cycle.

Reward and Recognition

- Lead the HR lifecycle calendar to support managers in the salary review, bonus and appraisal scheme process.

Employee Engagement

- Take the lead to promote the staff survey to increase employee engagement, including resolving action points where appropriate.
- Create and implement a strategy to improve employee engagement.
- Analyse engagement data to develop and deliver action plans to resolve any issues identified.

HR Metrics/Business Proposals

- Review and refresh HR Key Performance Indicators as required.
- Produce and analyse data to measure and benchmark performance to support/challenge managers in decision making to improve performance across the organisation.

Project Management

- Manage and take the lead on projects to improve performance across all areas of responsibility.
- Write business proposals to effectively communicate any changes to process or procedures.

Learning & Development

- Lead the provision of all Learning & Development across the Association.
- Manage the Learning & Development Budget of £250,000
- Ensure the Learning & Development annual training plans are delivered across the Association
- Create and deliver Employment Law Workshops for managers, staff and the HR Team.

Key Outcomes

- Deliver the People Development Plan in partnership with line managers.
- Reduce the length of time taken to resolve disciplinarys, grievances and performance management issues.
- Reduce the number of long and short-term absences.
- Reduce the percentage of staff that need to be managed through the performance management process.
- Increase staff engagement.
- Ensure all staff have an appraisal, training plan and a probationary review.

- Ensure all projects are delivered within project timescales and within budget.

General

- 1) The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.
- 2) The job holder is required to participate in the review of this job description to ensure that it relates to the job being performed.
- 3) To promote Hightown externally and to benchmark performance with other similar organisations.
- 4) Any other duties consistent with the responsibilities of the post at the request of the Chief Executive (or line manager if this has changed).

PERSON SPECIFICATION

Criteria	E	D
Qualifications <ul style="list-style-type: none"> • Level 5/7 (degree/masters level equivalent) in HR, employment law, business related subject; or able to demonstrate relevant experience. • Chartered Member of the CIPD or working towards. 	X	X
Experience <ul style="list-style-type: none"> • Work in a fast pace/high volume working environment. • Managing complex employee relations cases • Providing concise employment law advice to managers and senior managers. • Ability to demonstrate financial and efficiency savings. • Creating and delivering HR training workshops. • Coaching and influencing staff across all areas of HR. • Analysing and using data to identify trends and take appropriate action. • Working as a HR generalist managing issues across: ER, Performance Management, Resourcing, Reward & Recognition, and Employee Engagement. • Manage projects and writing internal HR business proposals. • Improving performance across the organisation. 	X X X X X X X X X X	
Knowledge <ul style="list-style-type: none"> • Current employment legislation and best practice. • Human Recourse Management and Organisational Development. • Working in a business partner environment. • Understanding of and commitment to undertake continuous professional development (CPD). • Understanding of and commitment to Equal Opportunities/diversity practices. • IT Software packages inc MS Office, including HR databases. 	X X X X X	X
Skills/Behaviours <ul style="list-style-type: none"> • Work independently. • Highly organised with the ability to prioritise and work to tight deadlines. • Innovative, identifying and introducing new ideas to improve performance. • Effective communicator (orally & written) & interpersonal skills. • Has a 'can do attitude'. • Customer Focused. • Decisive thinker. • Skilled influencer. • Collaborative. • Driven to deliver. • Role model. • Courage to challenge. • Personally credible. 	X X X X X X X X X X X X X	
Other <ul style="list-style-type: none"> • Car driver with access to own vehicle. • To work core hours in line with the business needs. 	X X	