

JOB DESCRIPTION: HR Manager

Job description – HR Manager Position:	Full-time/Permanent
Department:	HR
Reports to:	Financial director
Responsible for:	HR support function
Location:	Office based, possible one day home working per week post probation
Salary scale:	G3, 5% pension, 23 days holiday pro rated, 37 hours per week
Role	1 FTE

Job summary

Due to the rapid expansion of YES Energy Solutions over the last year, the support functions have needed to respond quickly to meet changing demands. There is now a requirement to review the structure with a view to longer term consolidation of skills, processes and development opportunities to ensure an efficient, yet proactive approach to continuing changes in business needs.

The HR manager at YES Energy Solutions is an important member of the management team as the staff base grows, bringing additional diversity and complexity to the mix. With overall responsibility for ensuring the financial and operational risks from people matters are identified and mitigated to an acceptable level, the HR manager will build and nurture relationships with key stakeholders throughout all levels of the organisation.

Reporting directly to the Financial director, the HR manager has responsibility for the efficient and effective management, monitoring and reporting of the employee life cycle including people metrics, from recruitment through to attrition and at all stages in between.

Supported by an HR administrator and a newly created Development coordinator position, this role will provide qualified advice, guidance and support to all line managers in HR related matters.

Accountabilities and responsibilities

- Support current and future business needs through the development, engagement, motivation and retention of YES's people resources
- Ensure YES's people activity is delivered in line with the strategic intent, supporting the ambition of becoming a Top 100 employer (or equivalent) by 2026
- Nurture a positive working environment
- Improve management and employee relations by addressing demands, grievances (should they arise) and any other issues on a timely basis and with an appropriate level of priority
- Oversee the recruitment, selection and induction process for all new appointments alongside hiring managers
- Management of preferred supplier relationships for recruitment and other employee benefit providers
- Monitoring employee performance in respect of attendance and sick leave
- Ensure YES's policies and procedures are fully compliant with latest employment laws and regulations and any future changes have been communicated/escalated as appropriate
- Ensure line managers have the skills needed to handle any disciplinary processes and formal grievances
- Oversight of the employee benefits package, ensuring qualitative and quantitative elements remain competitive and aid attraction and retention of staff at all levels
- Management of employee life-cycle documentation including retention periods for ex-employees in line with YES policies and procedures together with employee records on Breathe HR
- Reporting on HR related KPI's to inform and support SMT and business unit leaders
- Ensuring documentation on owned processes is accurate and up to date at all times
- Additional duties as and when required

Qualifications

2+ years' experience working at manager level within HR department

Level 5 CIPD Certified HRD or above

Further training and development opportunities will be available

Key knowledge and skills

- Demonstrable understanding of employment law and best practice
- Strong working knowledge of Microsoft applications including Word and Outlook
- Excellent organisational and communication skills, both written and spoken, that are effective, empathetic and adaptable to different situations
- High level of accuracy and attention to detail, including when under pressure
- Knowledge of GDPR requirements, experience of working with confidential and sensitive data and within guidelines set out in privacy notices
- Ability to adjust priorities to fit the needs of the business whilst maintaining a customer focussed approach to tasks
- Ability to work with and maintain strict confidentiality
- Inherent behaviours consistent with the YES core values of Green, Great and Gracious

Desirable experience and skills

- Working knowledge of Breathe HR

General responsibilities

Team

- Ensure efficient and effective delivery of all HR related activity
- Ensure all team members have regular PDR's that highlight opportunities for development enabling individuals and the team to reach their full potential

- Dealing with any personnel issues arising from direct reports with appropriate escalation to allow fair and unbiased treatment
- Encouragement of collaborative working to better understanding the changing internal and external environment and challenges
- Manage and monitor performance in line with defined KPI's and right first time approach

Governance

- Ensure compliance with relevant legislation and regulations including employment law, data protection and relevant accreditations as well as internal policies and procedures, escalating non-conformance as appropriate
- Strengthen internal control points and ensure processing risks are mitigated to an acceptable level
- Investigate potential issues arising from weaknesses in policies and/or processes and make suitable recommendation for implementation of improvements
- Ensure consistent application of policies/procedures throughout the business
- Ensure working practices are fully documented

Strategic

- Actively contribute to YES's strategic delivery supplying insights relating to people related frameworks and policy
- Develop innovative approaches to HR at YES, aligned with the overall objective of reducing fuel poverty, improving energy efficiency and reducing carbon emissions

Stakeholders

- Build and maintain strong professional relationships through collaboration and communication with internal and external business partners to protect and enhance YES's reputation
- Ensure employees needs are being met by the service delivery throughout the internal lifecycle

- Work collaboratively with colleagues to manage risk arising from HR related matters

Work delivery

- Deliver activity with a high level of integrity, appropriate attention to detail and appropriate consideration of risk and budget control
- Responsible for continual improvement of the HR service provision including process and system developments, policies and team activity
- Carry out other such duties as required from time to time, including project based tasks

General

- Promotion of a positive working environment, leading by example and an advocate of YES's core values of Green, Great and Gracious
- Demonstrating and encouraging exceptional levels of customer service to all stakeholders of HR
- Facilitation of the collective success of HR and ultimately YES by fostering high, yet balanced, personal and team expectations to be kind and excel