



Human Resources Manager

Job Description

Job Title:	Human Resources Manager
Location	RMC has four branches in Birmingham, Wolverhampton, Walsall and Dudley The successful candidate will be based on site in Birmingham and/or Wolverhampton with regular travel required to all branches when necessary
Reporting To:	Head of Services
Salary and benefits:	£43 - £46k depending on experience and qualifications. Company matched pension, employee assistance programme, health and wellness support, mental health support. Training and opportunities for advancement
Hours:	Full Time (5 days/35 hours per week)
Contract:	Permanent
Probation period:	6 Months
Annual Leave:	24 days

Purpose and Scope of the Role

The Refugee & Migrant Centre (RMC) are renowned for our work in assisting refugees and migrants through crisis and disadvantage; we remove barriers to integration and help our clients to become equal citizens. This great opportunity offers an experienced and innovative candidate the chance to join us, as our HR lead.

This is an exciting time to be joining the team, as we continue to grow to meet our aspirations. RMC are seeking a forward-thinking candidate who will be responsible for ensuring an excellent human resources service to the organisation including advice on complex employment matters, effective employee relations, recruitment, policies and procedures and ensuring that fair and consistent practices are followed in relation to all employment matters. This role is vital to our infrastructure following a period of rapid growth in staff numbers at the charity, as well as in our external activities and impact.



Main Tasks and Responsibilities

The key features of the role cover:

Strategy

- Support the Senior Leadership Team (SLT) in ensuring strategic workforce planning and change management in alignment with RMC's overall strategy.
- The post holder must have a proven track record in managing complex HR issues such as grievance, disciplinary, sickness absence and other HR matters and be able to support managers in building effective working relationships.

Service Management

- Leading the provision of a comprehensive human resources service to ensure that we are recruiting the best employees and volunteers and supporting them to deliver outstanding services and other positive change for refugees and migrants.
- Managing RMC's Human Resources in line with relevant service standards, key performance indicators and the human resources budget, ensuring robust plans are in place but also flexibility to cope with new needs, as they arise.
- Advising the SLT (CEO, Deputy CEO and Head of Services) and other senior managers on human resources matters and ensure all people managers in the organisation have the necessary skills and support to address complex employment issues e.g. in relation to sickness, performance and disciplinary and grievance processes.
- Leading on ensuring that all human resources policies and processes are adequate and reviewed regularly.
- Overseeing RMC's performance management framework and advise senior managers on any remedial actions required.
- Ensuring timely and accurate workforce information is available as required for trustees, senior managers and the Finance team (e.g. for payroll purposes).
- Actively contribute to RMC's evaluation process and participating in salary appeal panels and salary benchmarking exercises, and providing advice to senior managers on any salary-related matters.

Learning and Development

- Ensuring the Human Resources team provides the best possible learning and development opportunities for RMC employees and monitoring compliance with mandatory training (including data protection, health & safety, and safeguarding).



- Coordinate existing and potential learning and development opportunities.

Culture and Staff-Wellbeing

- Overseeing initiatives to promote the wellbeing of staff, including volunteers, being mindful of the impacts on them of working with marginalised members of society, and monitoring and supporting the wellbeing of staff.
- Managing staff satisfaction surveys, including analysis of results and working with SMT to develop action plans in response to the results.
- Monitoring the diversity of staff and volunteers. Helping to ensure the existing broad diversity at the RMC is maintained and enriched further.

Compliance

- Ensuring compliance by RMC with employment law and safeguarding obligations in relation to staff, including safe recruitment.
- Ensuring any personal data of staff, including volunteers, is kept in line with data protection regulations.

Other Responsibilities

- Recognising the importance of taking care of own wellbeing and taking advantage of wellbeing initiatives offered by the organisation to our staff.
- Ensuring compliance with organisational policies and practices, and attendance at mandatory training.
- Any other duties as required by the organisation.

Person Specification

A CIPD diploma (Level 7) in HR management is an essential requirement of the role.

Experience and Skills	Desirable	Essential
Outstanding interpersonal skills.		X



At least 5 years' experience in a similar role, dealing with complex employment issues, safeguarding best practice and working successfully with other managers.		X
Experience of leading and managing staff teams.	X	
Experience and expertise in day to day generalist HR which can be transferred to an ambitious charity, with a good grasp of the legislative frameworks and how to apply them in practice.		X
Numerate, with excellent written skills and experience of producing HR documentation to a high standard, with good attention to detail.		X
Capable of taking responsibility for day to day enquiries, recruitment and selection, induction, administration and support throughout the employee lifecycle and enable maximum value to be gained through the collection, recording and analysis of data.		X
Experience of strategic planning and organisational change.	X	



We are keen to hear from all candidates whose skills and experience fulfil the criteria set out above. Please complete the application form, indicating where you first saw the job advertisement and demonstrating your professional fit with the role.

Closing Date:

2pm Friday the 15th of December 2023

There will be a two-stage interview process with the 1st stage consisting of presentation and interview and the 2nd of informal meetings with groups of key managers.

We reserve the right to close this vacancy early, if we receive enough suitable applications to take forward to interview prior to the published closing date.