

JOB DESCRIPTION	
JOB TITLE	HR and Operations Manager * This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.
TEAM	Operations Team
SALARY BAND	£33,000 - £37,000
REPORTING TO	Director of Operations
RESPONSIBLE FOR	Operations Officer
DURATION	Permanent
LOCATION	Hibiscus' main office in Islington, London, for two to three days a week. .
HOURS	35 hours per week (open to consider flexible working arrangements)
PURPOSE OF ROLE	This role supports the Senior Leadership Team (SLT) in the efficient and effective day to day running of the charity, including leading on human resources processes; learning and development; health and safety; compliance; IT management; office management; and administrative systems.
KEY RESPONSIBILITIES Human Resources <ul style="list-style-type: none"> ➤ Overseeing recruitment processes from start to finish, including developing job descriptions with team managers and Heads of Department, recruitment advertising, and offering guidance to the Operations Officer in preparation of applications for shortlisting and interviews, and ensuring candidates are appointed to post smoothly; ➤ Working alongside the SLT to refine Hibiscus' Induction Programme, including developing new processes and documentation to support thorough and bespoke inductions; ➤ Overseeing the new onboarding and induction programmes for all incoming staff members and new managers to ensure they settle into their roles and are provided the support they need; ➤ Managing relevant HR related software to enable Hibiscus to be more efficient and effective; ➤ Participating in the review of HR policies, processes, and practices to ensure they comply with relevant legislation and regulations and that they align with anti-racist, anti-oppression, and feminist principles; ➤ Preparing and presenting quarterly reports for the HR sub-committee on HR matters, HR risk and policy matters ➤ Oversee accurate record keeping of contracts for all staff, consultants, and contractors; 	

- Overseeing Hibiscus' clinical supervision provision, ensuring staff are able to access regular support through the agreed supervision provider; and that the service is fit for purpose
- Helping to build a strong, nurturing, and inclusive culture in line with Hibiscus' values and vision;
- Advising and supporting line managers with employee (ER) and performance management;
- Advising on grievance, capability and disciplinary issues. Supporting employees and line managers as necessary, and conducting processes as required.
- Developing and overseeing a project to improve Hibiscus' Employer Brand.

Learning and Development

- Lead on developing Hibiscus' Learning & Development Programme, in collaboration with teams and line managers, agreeing mandatory, departmental, and additional training opportunities and pathways to help Hibiscus develop and retain expertise within the staff team;
- Sourcing external training providers, where needed, and ensuring they have a deep understanding of Hibiscus' training requirements; and
- Identifying and proposing other, non-training-related, opportunities that Hibiscus could implement to help develop staff to better achieve impact and meet Hibiscus' vision.

Compliance and Quality

- Ensuring proper compliance with relevant laws and regulations, in particular around data protection, arranging bi-annual GDPR audits and implementing the recommendations to ensure proper data retention;
- Supporting the Director of Operations with business continuity planning and critical incident management planning and processed, making improvements based on learning;
- Contributing to and overseeing the development, maintenance and implementation of policies procedures and forms in line with emerging and best practice guidance;
- Leading on the monitoring and updating of relevant security clearances and performing relevant security vetting procedures;
- Overseeing the DBS policy and process, supporting the Operations Officer to handle any exceptional incidents
- Overseeing Health & Safety for Hibiscus, ensuring proper compliance with Health and Safety legislation, including responsibilities around risk assessments, inspections, and incident reporting;

Operations

Supporting the Director of Operations to:

- implement the ICT Strategy and maintaining strong knowledge of management procedures to ensure relevant information is up to date on our website and public facing materials
- Manage the relationship with key suppliers (e.g. IT, Printers, Mobile Phone provider) to ensure value for money and Service Level Agreements are met.
- Renew our insurances, ensuring renewal information is updated, and managing any claims that may need to be made.
- Support the organisation with any other HR and operational matters that may arise.
- Deputise for the Director of Operations as required
- Contributing to the management of the office and supporting the Operations Team to carry out all relevant administration, where needed;

Line Management

- Effective line management of the Operations Officer(s), including appraisals, 1-1s, work planning and role development
- Providing support and mentorship to reports to develop in their role and assume ownership of their tasks and areas of work

FURTHER INFORMATION

- The post holder must at all times carry out duties and responsibilities with due regard to Hibiscus equal opportunities policies and procedures.
- The post holder must ensure that personal information for clients, members of staff and all other individuals is accurate and kept secure and confidential at all times, in compliance with the Data Protection Act 2018.
- The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
- The post holder is required to fully familiarise themselves with and comply with Hibiscus policies and procedures.
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident potentially hazardous environment.
- The post holder will be subject to checks by the Disclosure and Barring Service.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to their grade, that are not listed above, at the direction of their line manager.

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PERSON SPECIFICATION

Essential

- Strong understanding of HR principles and experience of working in a HR role previously;
- Excellent understanding of administration systems;
- Demonstrable experience in overseeing daily office operations, including managing our service contracts to ensure standards are met, and liaising with contractors and external service providers
- Prior line management experience
- Broad understanding of legal compliance, data protection, safeguarding, incident and risk management;
- Ability to facilitate difficult conversations; and build collaborative relationships among managers, partners, and staff
- Creative problem solving, with an ability to respond to complex and changing situations by bringing new thinking and solutions
- IT literate, competent user of MS Office package and experience using databases and of data entry;
- High levels of confidentiality, able to act with discretion, sensitivity and diplomacy;
- Proactive approach to working, able to take own initiative and manage competing priorities; and
- Commitment to the vision and values of Hibiscus;

Desirable

- Professional qualification related to HR or compliance;
- Experience of organising and delivering training in an agile workforce;
- Experience of supporting managers using the business partner model; and
- Prior experience working in the non-profit sector and/or with marginalised communities.