

Job Description

<i>Job Title:</i>	Head of HR
<i>Department:</i>	HR <i>Reporting to: CEO</i>
<i>Payroll Department</i>	COH-HRF
<i>People Responsibilities:</i>	HR Administrator

Main Purpose of Role:

This role is responsible for the internal HR function at the HTA and will provide hands on operational and strategic HR support to the HTA including the provision of a cost effective and efficient HR service covering the full employment lifecycle. The role is responsible for developing, managing, and implementing a value-added HR service to enable the HTA to deliver its strategic and operational objectives.

Role Responsibilities:

- Lead and manage the end-to-end HR service delivery to ensure effective, fit for purpose, high quality and efficient customer focussed level of service, by overseeing the day-to-day activities as well as providing expertise and hands-on operational support.
- Develop, support and lead the proactive rollout and implementation of people strategy and initiatives that support and/or improve the operational requirements of the business. Working with an HR outsource provider as and when required.
- Manage the HR Administrator by providing guidance, support, feedback and development to ensure an effective and efficient HR administration of end-to-end HR service delivery, including the delivery of cyclical HR activities such as the performance management cycle, benefits renewal, annual pay review process, etc.
- Work closely with managers and the senior leadership team (SLT) as a trusted partner, demonstrating a strong understanding of the business, to provide credible risk-based HR advice, coaching and support in all areas of HR to help shape and implement effective HR strategies and initiatives and build organisational and people capabilities. Seeking external HR/legal support as and when required.
- Effective management, implementation and hands on support of all parts of the HR agenda, including talent acquisition, internal mobility, employee engagement, reward and recognition, wellbeing, learning and development, absence management, performance management, employee relations case management, provision of HR metrics, management of HR budget, etc.
- Manage HR systems, ensuring that all data is up to date, complete, accurate, complies with data protection legislation and the systems meet business needs. This includes managing and implementing HR systems review to be undertaken in 2024.
- Lead on and provide hands on support to key HR projects such as change management processes / projects, cultural change, system implementation, people initiatives that support the delivery of business objectives.
- To line manage the Facilities Manager, providing leadership, guidance and support in the execution of their duties.

- Lead on and provide hands on support for payroll administration and the management of the third-party payroll provider as well as pension and benefits administration.
- Continuous measurement of the effectiveness of the HR service provision, reviewing and improving processes, policies and people initiatives to ensure meets business needs, HR best practice, legal compliance and cost effectiveness. Keeping up to date with all employment legislation and HR best practice.
- Promote diversity and inclusion across the business and ensure diversity and inclusion is at the heart of all HR and business services / initiatives.

Person Specification

Essential Skills

- Proven HR generalist experience.
- Proven previous experience in a HR manager/Business partnering role, must be hands on with the ability to provide operational support.
- Proven experience of working with senior leadership teams.
- Experience of working with HR information systems and proficient in the use of IT including MS office applications.
- Proven experience of supporting employee relations matters / case management / change management and providing HR risk based advice.
- Up to date knowledge of HR best practice and employment law and its application.
- Excellent verbal and written communication skills with the ability to effectively engage and build solid relationships with colleagues across the organisation and external stakeholders.
- Positive influencer, enabling others to achieve results that are in the best interest of the organisation and the wider industry.
- Strong administrative, organisational, time management and planning skills along with attention to detail.
- Customer focussed and able to anticipate, understand and respond to meet or exceed customer expectations.
- Ability to demonstrate a solutions focussed mind set in managing HR operational initiatives and issues for the business.
- Ability to maintain confidentiality and act with discretion and diplomacy.
- Ability to develop strategic thinking, whilst being equally adept at executing operational priorities/delivery.
- Self-motivated and ability to work under own initiative and as part of a team.

Desirable Knowledge, Skills and Experience required:

- An enthusiasm for gardens/gardening, the outdoor environment and contributing positively to it.

Qualifications:

- A professional HR qualification, CIPD level 5 or above or equivalent relevant experience.

HTA Core Purpose

We help our members to flourish.

HTA Mission Statement

‘On behalf of our members we promote, support and nurture our industry to ensure a robust and sustainable future.’

Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

Our Values

Collaboration

Approachable, responsive and helpful, nothing is too much trouble. Enthusiastic, self-motivated and confident with a 'can do' attitude.

Integrity

Demonstrate honesty, trust, openness and respect when liaising with people. Treat everyone as an individual and be responsive to their needs.

Innovation

Keen to develop and learn new skills. Welcomes change, is flexible and can adapt and deal with various demands. Pro-active, open to new ideas and encouraging of ways to continually improve.

Influence

A good communicator who listens and is able to express themselves clearly. A professional and informed approach to our members and customers. Providing specialist knowledge leading to a fulfilling experience.