

# Role Description



demelza

**JOB TITLE:** HR Business Partner - (Temporary Post - Maternity Cover)

**REPORTS TO:** Senior HR Business Partner

## **PURPOSE OF ROLE:**

To provide high quality operational HR support for all aspects of the employee life cycle to meet key objectives that support Demelza's Strategy for 2022-2027. Contribute to initiatives that ensure our HR services are innovative, compliant and efficient in helping the organisation to achieve its aims and objectives.

## **KEY RESPONSIBILITIES:**

### **Employee Relations**

- To provide high quality, timely HR support and advice for informal and formal processes to ensure ER decisions are appropriate, balanced and risk assessed.
- To provide coaching organisationally to develop line managers to take ownership and lead on performance management of their team members to ensure that all team members meet their potential with regular reviews and appropriate actions implemented.
- To work collegiately with HR colleagues on any ER activities, including but not limited to investigations, consultation, making outcome recommendations, hearing concerns, facilitating meetings and implementing decisions.
- To support managers through processes including formal action (eg absence management, performance review, capability, etc) as required, ensuring policy and procedures are followed.
- To maintain regular face to face and electronic communications with managers and HR colleagues throughout informal and formal processes. Ensure robust audit trails are securely and accurately documented and communicated where appropriate.
- Maintain up-to-date knowledge of employment law changes, best practice and CIPD guidance. Ensure that relevant changes are shared with HR colleagues and our processes are reflective of current practice or legislation.
- To support employees' and managers' understanding of Demelza's organisational values in their role and working environment.
- To provide regular updates to the Senior HR Business Partner, Head of HR Business Partnering and the wider HR Team.
- To support the HR Team with organisational ER activities and cases in the absence of and/or in liaison with the Senior HR Business Partner and Head of HR Business Partnering.

### **Team Shared Responsibilities**

- To provide organisational HR support across Demelza in collaboration with HR team colleagues as needed to support cover of the HR function during Team absences and gaps.
- Contribute to the Wellbeing, Diversity and Workforce Strategies.
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- To maintain confidential employee data on Cascade (HRIS) accurately and support employee/line manager self-service and use of system.

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- To develop and contribute to organisation-wide HR Policies and Procedures and Forms through Operational Policies and Procedures (Document Control), ensuring they are legislatively compliant, reflect best practice and embed Our Values appropriately.
- To actively seek, present and implement opportunities to refine and digitise HR processes in collaboration with colleagues.
- To contribute to effective training solutions across the organisation in collaboration with colleagues in the Resources Department.
- To undertake regular data destruction and archiving in line with the Data Retention Procedure.
- To have an understanding of the Recruitment process to support periods of leave and absences in the HR Team. Including but not limited to: reviewing job description, writing and placing adverts, shortlisting, overseeing interview arrangements and interviews.
- To have an overview of training administration to support periods of leave and absences in the HR Team.
- To support all employees with Cascade (our HRIS) queries.
- Actively engage with HR volunteers as an integral part of the team, providing guidance, support and development as required.
- To proactively contribute to the development and implementation of diversity initiatives in HR processes.
- Support distribution of all organisation emails through the Internal Communications Manager and/or Dottie mailbox as appropriate.
- To work with colleagues to maintain efficiency and excellence across all HR processes and duties.



## **OUR VALUES & BEHAVIOURS**

Employees are required to demonstrate and actively align to our organisational values and behaviours at all time.

### **Fiercely committed to quality**

The families and children we help, and our supporters, deserve nothing but excellence. Each one of use has a vital role to play in providing unique care and support and we always strive to deliver a brilliant service.

By working and improving together, we can give even more families a chance to enjoy time as a family, for as long as they have.

### **Passion, performance and pride**

We admit it. We love what we do. We feel privileged to support the families who trust us to care for those they love. And we couldn't be prouder to be part of #TeamDemelza, it's the most rewarding job in the world.

We believe in passion, performance and pride – it's how we get the best from each other and deliver exceptional care and support.

### **Human is our nature**

Because we see the person and not the condition, we give each baby, child and family member a service that fits them as an individual. We're all human, and through empathy and understanding, we can provide essential care as unique as the person its designed for. Our different roles, skills and experiences make us stronger. We value and respect everyone who is part of our story, from the families we help, to the supporters and volunteers who keep us going, to each member of staff.

### **Always honest, always authentic**

We are clear, open and honest with everyone, because we value everyone.

It's good to challenge each other, as long as its constructive – we always look for a positive solution that moves us all forward. We exist to give the best care and support to children and their families and that matters more than anything else.

### **Innovate, develop and improve**

Each member of #TeamDemelza is driven to do better.

Through evidence, insight and experience, we're constantly developing and improving to give children and families better care and support. Standing still doesn't get us anywhere. We always look for ways to transform change into opportunity and growth.

Full Values and Behaviours documents can be located on the Demelza Intranet.



## **PERSON SPECIFICATION**

### **Essential**

- Demonstrate close alignment to all Demelza values
- Demonstrable significant experience of conducting successful ER activities and investigations
- Experience of managing a multiple ER case load
- CIPD qualified to at least level 5 or equivalent knowledge and experience
- Current employment law, case law development and best practice knowledge
- Solutions-focussed with an ability to generate innovative and effective ideas
- Excellent people skills with an ability to build rapport
- Experience in coaching line managers to embed and drive excellence in people management
- High level of clear, concise communication skills both written and verbal
- Ability to identify wider organisational impact of proposed actions
- Resilience to deal with a range of employee matters calmly and effectively
- Evidenced excellent IT skills, including Microsoft Office suite
- Willingness to develop personal skills
- Demonstrate ongoing and recent CPD
- This role requires regular travel across our operating region. Full driving licence and access to own vehicle for business use – or access to reliable transport arrangements - will be essential.

### **Desirable**

- Previous charity or retail experience would be an advantage
- Experience or knowledge of voluntary organisations
- Experience of designing or delivering training solutions
- Experience of project planning and delivering to deadlines

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

All employees will demonstrate commitment to and actively promote Demelza's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts to attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on-site and off-site methods.

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All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

**ISSUE DATE:** December 2023

**REVIEW DATE:** December 2024

**VERSION:** 1