



**Llamau**

Imagine a World Without  
Homelessness

# HR Services Manager

# Introduction



Thank you so much for your interest in Llamau. As a homeless charity focussed on ending homelessness, Llamau is driven and determined to achieve our mission. This is a great role to work with an established and well-respected HR team, contributing to plans and solutions to improve employee experience.

You will manage our HR service team providing high quality and accurate transactional services and first line advice to our stakeholders related to recruitment and HR changes for payroll. You will analyse and present data and regular reports to support the wider teams to meet their goals.

We are driving process through our systems and achieving consistency in process. We've come a long way, but there's still lots to do. We are a diverse organisation operating within a regulatory environment and need to have assurance of compliance, efficiency and quality.

All our decisions are guided by our principles of fairness, consistency and taking a compassionate approach. We are driven to continuously improve by actively seeking feedback, using data and trends to inform our decision making, and collaborate with colleagues and managers across Llamau to understand their challenges and shape our solutions together.

This is a high volume, fast paced environment with opportunities for new ideas and developing a great reputation for our HR team. You should have experience of developing and implementing great HR process, ability to develop systems to improve service and efficiency and be able to lead and develop a small team. As an organisation we are passionate, supportive and ambitious, we need a HR Service Manager with the same attitude.

As part of #TEAMLLAMAU, no day will be the same. Whilst your focus will be on providing a high-quality HR service, you will also be part of the Llamau organisation and will work closely with colleagues across Llamau doing whatever it takes to get the job done.

Llamau is committed to its people. Without them we can't achieve our goals. We have some of the best colleagues you'll have ever worked with, flexible working and the best support. We do this because we believe in people, and we are relentless in our pursuit of achieving equality for the young people living within our homes.

We need the right person to join our team, are you the right person? If you think that maybe you are, we very much look forward to meeting you!

**Emma Border**  
**Head of HR**



# About Llamau

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## Ending Homelessness, Changing Futures

At **Llamau** we are change makers. We are on an unapologetic mission to end homelessness and domestic abuse in Wales.

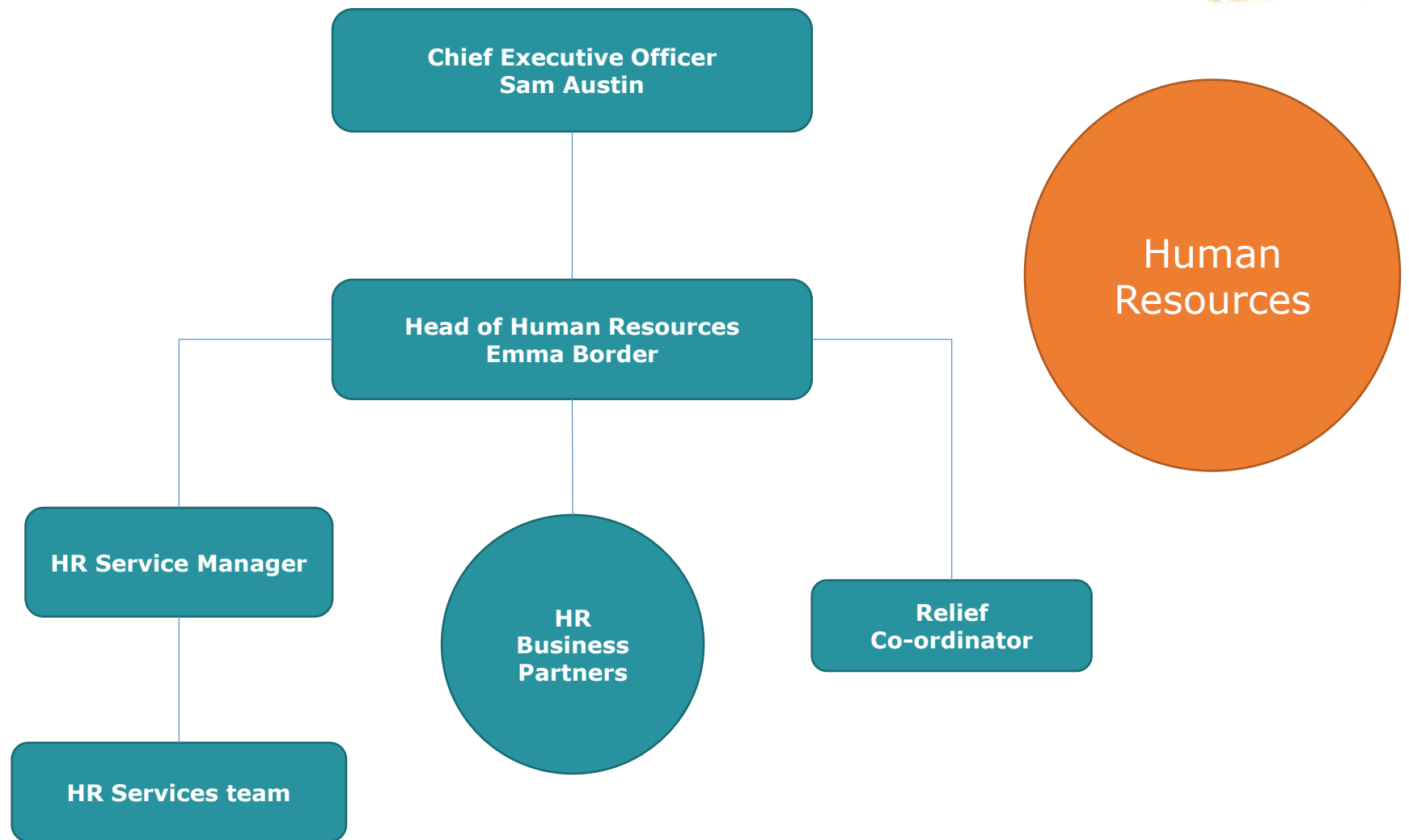
**We Respect** the gift of individuality in our colleagues and the people we support. **We Listen** and **We Learn** at every opportunity. If someone needs help, **We Encourage** and **We Don't Give Up**.

You will not just be a colleague; you'll be a stakeholder.

Working here is more than a job. We are family.

We are **Llamau**





# Our Values



**We are a values-led organisation which puts the people we support at the heart of the organisation.**

**Our values mean that we can offer the highest quality support and empathy. Our values are:**

## We Respect

Llamau has a genuine respect for the people we support and all of our colleagues. We listen to and learn from them every day. This ensures that our relationship with every individual is meaningful and our services are effective and successful.

## We Listen

All Llamau colleagues are in constant consultation and dialogue with the people we support, so that we can be there when we are needed. Llamau listens to the views of our colleague and there are many opportunities for them to give feedback or have their voice heard.

## We Encourage

Llamau encourages positive involvement and full consultation of the people we support in the services that they receive. We encourage our colleagues to grow and develop in their roles and careers.

## We Learn

Llamau is totally committed to continuous improvement. Llamau has developed a comprehensive monitoring system, which evaluates all of its services. Each service is monitored and evaluated, as is each project. Performance indicators also play a part in evaluating the projects and the organisation to ensure that we add Value to our services and Best Practice guidelines are fully met.

## We Don't Give up

Llamau recognises that too often the people we support are perceived as failing when services cannot be tailored to meet their needs or when they are not ready or able to maximise the opportunities open to them as a part of the support and training services that are offered to them. For this reason Llamau will continue to offer services to the people we support regardless of their previous actions unless these cannot be offered without prejudicing or putting other service at risk.

# Job Description

<b>Job Title:</b>	HR Service Manager
<b>Reports to:</b>	Head of HR
<b>Responsible for:</b>	Managing a small HR Service team (currently 1 HR Officer, 1 Recruitment Officer and 1 Receptionist)
<b>Salary:</b>	circa <b>£30,000 – 32,000 per annum</b> (negotiable dependent on experience)
<b>Working Hours:</b>	37 hours per week. Normal office hours are Mon- Thu 09:00 to 17:00, and Mon-Thu and Fri 09:00 to 16:30. The role will work flexibly to meet business needs
<b>Location:</b>	Head Office Cardiff, with some WFH and occasional travel across Wales
<b>Contract:</b>	Permanent, Full Time 37 hours per week
<b>Annual Leave:</b>	Starting entitlement of 5.2 weeks (26 days for full time), increasing annually to a maximum of 6.6 (33 days for full time) weeks, plus bank holidays
<b>Probation:</b>	6 months
<b>Benefits:</b>	8% pension (2% contributory) after qualifying period. Flexible and hybrid working. Professional Development opportunities. Free access to an internal wellbeing and counselling team. Access to Blue Light Card and Charity Worker Discounts.

## About the Role

An exciting opportunity has arisen for an enthusiastic and highly motivated HR Service Manager to join Llamau's Human Resources Team.

The HR Service Manager will provide a high quality and accurate transactional and first line advice across the organisation.

You will play a key role in developing and improving systems and process related to recruitment, employee changes for payroll and the HR system.

You will provide assurance that we are compliant with our regulatory and contractual obligations through audits and regular reporting. You will provide high quality advice on a range of HR related queries from managers and colleagues within Llamau and to ensure that an effective, customer focused service is provided which adheres to our policies, employment legislation and good practice.

You will be responsible for providing a recruitment service, working with the HRBPs to plan recruitment events and acting as an ambassador for Llamau to highlight the employment opportunities we provide at external events.

With the Compassionate Leadership and HR Plan as the overarching frameworks, you will support the Head of HR to progress a range of HR related projects, strategic objectives, and cultural change initiatives.

# Main Duties

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- Manage and develop a team to provide high quality and accurate transactional and first line advice across the organisation.
- Develop and improve systems and process related to recruitment, employee changes for payroll and the HR system. Provide assurance that we are compliant with our regulatory and contractual obligations.
- Work closely with Payroll/Finance to ensure all employee changes are actioned to meet deadlines and that processes and the flow of information between HR and payroll systems are effective.
- Provide regular reports and analysis on key people metrics and support the Head of HR to produce the monthly and quarterly HR reports. Working with the HRBPs to provide feedback to managers and leaders and positively influence changes in behavior, practice and culture
- Provide an efficient and effective recruitment service. Work across the HR team to ensure candidates receive an efficient and responsive service from application to on-boarding. Liaise with external partners (e.g. jobs boards or agencies) to ensure we can attract and on-board applicants.
- Act as an Ambassador for Llamau at events related to recruitment e.g. recruitment/careers fairs, employment centers and other events that reach a diverse audience.
- Occasionally support HRBPs in case management e.g. long-term sickness, investigations or formal meetings. Support organisation-wide ER matters such as consultations, change of contract or TUPE transfers.
- Support the Head of HR to progress a range of HR related projects, strategic objectives, and cultural change initiatives.
- Support Llamau's ED&I and Anti-racism action plans by leading on specific objectives and delivering outcomes within the timeframe
- Support the Head of HR to develop and deliver HR related training sessions e.g. using HR systems, absence, recruitment etc.
- Manage our reception service in Head Office, plan cover rota's and support the receptionist to make improvements.

# Your Role

## General Duties

- To positively promote and represent the interests of Llamau and to always conduct yourself in line with the Code of Conduct.
- Comply with all Llamau's policies and procedures
- Act as a role model and be a champion of diverse voices, calling out behavior that doesn't align to Llamau's values and ethos as an anti-racist and inclusive employer.
- Commit to Continuing Professional Development including the Induction, Core Competency Training program, and other opportunities that are identified.
- Maintain your professional knowledge and development by attending webinars, training and networking events, and keeping up-to-date on changes to employment law.
- Any other duties as reasonably requested.

## How we will support you within your role.

- We will support you to reach your potential within your role through Psychologically led and informed reflective practice sessions in addition to standard support and supervision.
- We are passionate about nurturing talent; our senior leadership team includes colleagues that have progressed through the business from entry level roles
- All our managers are trained in our Compassionate Leadership approach
- Enhanced Group Pension Scheme of 10% contributions after qualifying period (contributions: employer 8%, employee 2%)
- Cycle to Work and Eye care voucher schemes
- Business mileage: £0.45 per mile
- You'll also have free access to an internal wellbeing and counselling team



# Person Specification

## Essential

### Education

- Degree or equivalent level of work experience in HR

### Experience

- Experience of providing first line HR related support and guidance to managers and employees e.g. advice on policies and processes
- Experience of managing a team
- Experience of working in a high-volume environment and meeting deadlines whilst maintaining accuracy
- Experience of managing, maintaining and developing HR-related systems and processes
- Experience of data analysis – using data to develop insights and identify trends to inform decisions
- Experience of working flexibly and adapting to changing priorities while providing a quality customer service

### Knowledge and Skills

- Knowledge of UK employment law
- Ability to influence managers, with an engaging and supportive communication style
- Comfortable to work on own initiative and under pressure, organising & prioritising work to meet deadlines
- Strong data analysis skills and confident in using IT systems/packages, Microsoft word, excel, PowerPoint etc.
- Excellent verbal and written communication skills, and ability to communicate appropriately with colleagues, managers and senior leaders

### Personal Qualities

- Positive, proactive and 'can do' mindset
- Committed to role-modelling diversity, equality, and inclusion to promote a culture of belonging within Llamau
- Able to demonstrate commitment to Llamau's values
- Professional approach which includes confidentiality and professional boundaries
- Committed to providing excellent customer service and striving for continuous improvement.

# Person Specification



## Other

- Full UK driving licence with access to own transport for work related travel

## Desirable

### Education

- Chartered Membership of the CIPD

### Experience

- Project and/or cultural change management
- Developing and delivering HR-related training

### Knowledge and Skills

- Mediation and coaching skills
- Welsh speaker



A photograph of two women sitting on a dark wooden park bench. The woman on the left has short blonde hair and is wearing a dark blue t-shirt. The woman on the right has long brown hair and is wearing a white ribbed sweater. They are both looking towards each other and appear to be in conversation. The woman on the right is gesturing with her right hand. The background is filled with lush green trees and foliage, suggesting a park setting. The lighting is soft and natural, indicating it might be late afternoon or early morning.

# To Apply

Please complete your application on our online portal.

**The closing date is:** 9<sup>th</sup> December 2024

**The assessment date is:** 12-13<sup>th</sup> December 2024

The assessment will include a desk-based activity (no prep required) and a panel interview.

If you think you are the right person to complete our team, would like to join #TEAMLLAMAU and would like an informal discussion about the role, please get in touch!

**Emma Border– Head of HR**

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