



Job Description

Head of HR



The role

Reporting to the Clinical Director, the Head of HR in Gray Healthcare is responsible for the HR Team including Advisors and Assistants. Working as a team, the HR function will be customer-focussed at all times. The Head of HR will review HR strategies, consider people engagement and promote a high-performance culture that supports GHC's business needs and long-term strategic goals.



You will be responsible for:

- To create and implement the GHC HR Strategy and associated Action Plan in line with the business plan.
- Lead and manage a comprehensive HR service, ensuring high, business-focused performance at all times through a range of projects and activities in areas such as workforce planning, performance management, succession planning, compensation and benefits, employment law compliance and employee relations.
- Attend senior management team meetings to update on the performance of the HR Directorate, taking away any actions as appropriate.
- Identify, develop and implement innovative HR projects in order to improve employee engagement, organizational performance and support business strategic goals.
- Analyse and use HR data to inform GHC SMT decisions.
- Management and development of the HR team.
- Being responsible for accuracy of all transactional HR processes, ensuring they are timely and streamlined in relation to contracts, exit interviews, references etc.
- Taking the lead as HR system administrator for all HR systems ensuring full use of functionality is maximised.
- Coaching and developing line managers with ER people matters in their teams and upskilling them in key areas of HR such as absence management, reviews and improvement plans.
- Providing HR advice and guidance to employees.
- Taking the lead and delivering HR projects and campaigns.
- Being an escalation point for complex ER cases and supporting the HR Adviser in managing a caseload of employment matters such as disciplinarys, grievances, restructures, redundancies, performance, dismissals and tribunal claims.
- Escalating complex cases and seeking guidance from our external HR consultants and other employment law professionals where required.
- Developing and maintaining HR policies.
- Leading on the development and implementation of key policies, procedures & processes, reviewing and amending existing ones.
- Ensuring that data is accurately captured in the HR information system and various trackers and spreadsheets to extract meaningful management information (MI) and insight making recommendations for action.
- Taking responsibility to ensure that employee engagement is monitored, analysed and initiatives implemented.



Who are your key relationships?

- Directors
- Senior Management Team
- Clinical & Operations Management
- Business Development
- CQC
- Outsourced service providers



Who reports to you?

- HR Advisor
- HR Assistant



Person Specification



What do you need to know?

Qualifications

- CIPD level 5 qualified or above

Experience - Essential

- Previous experience in an HR management role at mid-senior level.
- Experience of developing and implementing a wide range of projects and activities in all areas of HR including organizational culture, talent planning, performance management, compensation and reward, employee engagement and employee relations.
- Sound knowledge of HR legislation.
- Experience of Employee Relations issues
- Highly experienced in using HR information systems.
- Thorough, up to date knowledge of employment law and legislation
- Proficient user of IT programs such as Microsoft Outlook, Excel, Word, PowerPoint.
- Able to work appropriately with confidential and sensitive information.
- People management and development experience

Experience - Desirable

- Previous experience in Health & Social Care industry
- Experience in a stand-alone HR role
- Knowledge of CQC (care quality commission) requirements
- Knowledge of GDPR requirements
- Change management experience



What do you need to have?

- Well-developed interpersonal skills and able to communicate with colleagues at all levels.
- Excellent written and verbal communication skills
- Excellent attention to detail
- Able to work using own initiative without needing direction.
- Excellent team player who is willing to support colleagues.
- Full UK driving licence would be preferred.