

HR Manager

Job Description

Job type: Part time (22.5 – 30.0 hours a week, over 3-5 days)

Contract period: Permanent

Reporting to: Chief Executive Officer

Team: Platform Services

Salary: £48,230 – £55,120 pro rata

Location: Oxford/hybrid (in line with Picker's remote and home working policy)

Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

Purpose of the role

To provide strategic and operational leadership on HR matters, with a particular focus on recruitment, learning and development, and organisational development. The post holder will develop and lead strategic initiatives; oversee HR policies; provide expert professional advice to managers and staff; and will work with the Office Manager to ensure effective HR administration.

Duties and responsibilities

- Working with the Executive and Leadership Teams to ensure that the organisation is mindful of its commitment to being a person centred employer, and supporting colleagues to act in a way that is consistent with this goal.
- Develop, implement, maintain, and review an HR strategy and people plan that enables the organisation to take an effective, cost-efficient, and sustainable approach to recruitment, retention, development, engagement, and motivation of staff.

- Lead on strategic HR and organisational development initiatives, such as development of our approach to performance and development reviews (PDRs), either directly or working with external suppliers as appropriate.
- Develop, implement, and maintain a consistent and best-practice recruitment approach, supporting managers and the Office Manager to define, market, and appoint to roles.
- Develop, maintain, and regularly analyse and interpret HR metrics (including the internal staff survey; sickness and absence data; time recording; and so on) as part of our suite of management information, using these to support planning, prioritisation, and improving workforce experience.
- Work closely with senior and line managers across the organisation to provide expert professional advice, guidance, coaching, and support on a full range of HR activities to ensure that appropriate decisions are made that are compliant with relevant policies, procedures, and legislation.
- Responsibility for development of the organisation's training plans and budget, collating evidence from PDRs, requests from managers, and feedback from colleagues to prioritise and plan training and to ensure that individual and collective learning objectives are aligned to organisational objectives.
- Attend meetings of the Board of Trustees' Appointments and Remuneration Committee, providing expertise on HR and OD matters, and leading on the development of regular papers (including an annual equal pay review and recommendations for cost-of-living awards).
- Promoting equality, diversity, and inclusion throughout the organisation's employment practice.
- Liaise with external providers, employment lawyers, and other professional advisors as required, ensuring the organisation operates within the legal framework.
- Oversight of the organisation's disciplinary and grievance procedures, including responsibility for managing any investigations and reviews that are required as a consequence of these policies, involving others and taking legal advice as needed to ensure a fair and legally compliant process.

General Duties

- Contributing to the work of the Picker as a whole by:
 - Fully engaging and participating in the achievement of the Picker's aims and objectives
 - Advocating new approaches, processes and methods to enhance Picker's performance
 - Promoting the sharing of knowledge and communications across teams within the Picker
- Ensuring compliance with ethical and data protection standards
- Other reasonable duties, as requested by line manager

Person Specification

Experience, knowledge and understanding	
Demonstrable experience of providing strategic and operational HR support in a professional setting.	E
Excellent understanding of HR issues, current employment trends, and employment legislation.	E
Experience of handling difficult employee relations situations with sensitivity and discretion.	E
Experience of carrying out recruitment campaigns.	E
Experience of budget and supplier management.	D
Good understanding of data protection regulations (including UK GDPR) as they apply to employment practice.	E
Knowledge and understanding of information security (eg Cyber Essentials; ISO 27001).	D
Skills	
Builds and maintains relationships throughout the organisation and with external partners and stakeholders	E
First-rate communicator, offering clear verbal and written information, advice, and guidance to colleagues from non-HR backgrounds	E
Excellent interpersonal skills; effective in delivering professional advice, and compassionate and emotionally intelligent in handling employee relations situations	E
Able to analyse, interpret, and use quantitative data from a range of sources (including, for example, internal data on absence rates or staff surveys, and external data from market reports and Official Statistics) to provide evidence-based insight and recommendations.	E
Excellent attention to detail.	E
Able to work independently, following managerial direction with limited supervision in order to deliver against agreed personal and organisational objectives.	E
High levels of IT literacy, especially in the Microsoft Office suite (including Microsoft Word, Excel, PowerPoint, Outlook, and Teams).	E
Excellent grasp of the English language.	E
Personal Qualities	
Flexible and facilitative working style.	E
Empathy with Picker and its aims around promoting person centred care.	E

Personal commitment to promoting equality, diversity, and inclusion.	E
Qualifications	
Good standard degree level education or equivalent	E
Evidence of frequent and continuing professional development	E
Chartered Member or Chartered Fellow of CIPD or equivalent	E

E = essential D = desirable

This job description is not contractual and is liable to change over time.

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact Nicola Porter by email; nicola.porter@pickereurope.ac.uk