

JOB DESCRIPTION

Job title	HR Manager
Pay band	5
Purpose of role	To provide a generalist HR service across the UK offices of Consumer Focus.
Accountable for outcomes	Ensures the organisation can attract and retain the right skills and knowledge to enable it to achieve its objectives and aims. Contributes to the provision of an equitable and positive working environment for employees.
Reports to	Head of HR
Direct reports	N/A
Key (peer) relationships	Programme Leads Policy Advocacy Teams Communications Teams Corporate Services Team Administrative staff
Key accountabilities	<ul style="list-style-type: none"> • Provides operational HR to the business across sites and functions. • Retains accurate staff data and provides management reports. • Supports staff and pay changes, and (provides) these to the Payroll Provider and Civil Service pension Administration (APAC). (Helps implement agreed annual pay awards). • Monitors the performance appraisal process to ensure it is fully utilised and annual reviews completed, and assists managers in managing performance levels. • Supports Senior Professional: HR in consultations with unions and staff councils particularly on staff changes and pay reviews.
Knowledge and Skills	<ul style="list-style-type: none"> • Employment Law knowledge and awareness – CIPD qualified and demonstrable post qualification experience. • Experience of payroll changes and management of pay awards • Ability to manage and monitor HRIS database and analyse data • Conduct training needs analysis and manage delivery of training programmes. • Ability to identify, limit and resolve conflict and manage sensitive people scenarios. • Excellent communication and inter-personal skills. • Recruitment and interview experience • Organisational design knowledge and experience of restructuring

	<ul style="list-style-type: none"> • Change management process knowledge and hands on experience • Knowledge of Health & Safety regulations and H&S Committees • Public sector and/or consumer affairs experience is desirable.
Competencies	<p>Identify competency and level required:</p> <ul style="list-style-type: none"> • Purposeful and responsive influencing – Level 3 • Filtering, judging and acting – Level 3 • Integrity – Level 2 • Walking the talk on customer service – Level 3 • Working together for the business – Level 1 • Relationship building – Level 2
Location	Cardiff, with frequent UK travel