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# Part 1: JOB DESCRIPTION

**JOB TITLE: Human Resources Business Partner (HRBP)**

# DEPARTMENT: Corporate Services

**TEAM: Human Resources**

**LOCATION: Ewell**

**POSITION IN ORGANISATION**

* Reports into: Head of HR
* Working closely with the Head of HR and the HR Adviser, the post holder will lead the operational HR requirements for the organization. (The HR Adviser has delegated responsibility for supporting the operational HR requirements of designated client groups).
* Line Manages: HR Coordinator

**MAIN PURPOSE OF JOB**

* Leading the provision of operational HR services for the organisation, supported by the Head of HR.
* Working with the Head of HR to lead and develop interventions to promote inclusion, employee engagement and well-being in the workplace.
* Contribute to the ongoing development of the HR function, and the continuous improvement of what we deliver and how we achieve this.
* Leading operational HR projects, including embedding enhanced people processes and practices.
* Support to the Head of HR with significant org-wide people-related programmes and projects

**KEY RESPONSIBILITIES**

* Leading and advising on complex employee relations cases, providing advice on HR best practice, the application of our HR policies and guidance on new and existing employment legislation. (The HR Adviser will continue to be the first POC for their client groups).
* To partner with senior managers to review and agree their HR priorities, and to ensure there is pro-active HR support in place to achieve this.
* To be the lead on complex ER issues, including performance management, disciplinary and grievance, absence management, and occupational health referrals, with the support of the Head of HR where required.
* To lead the operational planning and implementation of annual HR processes, including communications, reporting and administration of performance management processes and the annual pay review.
* To manage the end-to-end recruitment and selection process for their designated client groups, and to support how we embed best practice in our recruitment and selection processes.
* In conjunction with the HR Adviser, develop, maintain and communicate HR policies and procedures that are in line with employment legislation, best practice and our Samaritans behaviours.
* Overseeing and approval of the administration of the monthly Payroll process.
* Working with the rest of the HR team to support how we communicate our policies, practices and tools, including developing line manager and employee knowledge and awareness of how to implement these.
* Leading operational HR projects, including embedding enhanced people processes and practices, and support to the Head of HR with strategic cross-organisational projects
* Leading the collation, reporting and analysis of HR Management Information, and supporting how we use a range of evidence to support our people outcomes
* Travel to regional offices to support collaboration, as required.

# General Duties of a Samaritans’ Staff Member

* Consistently demonstrate the Samaritan’s behaviours.
* Contribute to the effective and efficient running of the Central Office as appropriate.
* Participate, as appropriate, in staff forums and meetings.
* Promote and adhere to Samaritans’ policies and procedures.
* Represent the Central Office appropriately across the organisation and Samaritans to the wider community as appropriate.
* Undertake any other duties commensurate with the general level of responsibility of this post

**Part 2: PERSON SPECIFICATION**

**PROFESSIONAL SKILLS, KNOWLEDGE AND EXPERIENCE**

* A minimum of 5-7 years generalist HR experience
* Sound experience of supporting managers through change programmes.
* Evidence of continual professional development as a HR practitioner.
* Strong knowledge and understanding of employment legislation and experience of providing support for complex employee relations cases, change processes and TUPE.
* Knowledge and experience of reviewing pay, reward and employee benefits.
* Effective verbal and written communication skills and strong IT skills.
* Confident communicator with good relationship management and influencing skills.

**QUALIFICATIONS**

* Educated to degree level or equivalent
* Chartered CIPD and/or Level 7 CIPD qualification

**PERSONAL ATTRIBUTES**

* Demonstrates a collaborative approach with HR colleagues, and colleagues within other teams
* Excellent relationship-building skills – able to build credibility and rapport across all levels of the organisation.
* Strong planning and organisation skills, demonstrating the ability to multi-task effectively.
* Customer-focused with a commitment to being responsive and delivering high quality outcomes.
* Self-motivated and proactive, demonstrating the ability to work unsupervised and without direction when required.
* Resilient, demonstrating the ability to work effectively under pressure and to prioritise their work as required.
* Commitment to continual personal development

**LAST UPDATED: September 2019**