

ARTICLE 19

JOB DESCRIPTION

Human Resource Manager

Responsible to:	Director of Operations & Communications
Key Relationships:	Executive Director, regional directors, managers, staff representatives
Contract:	1 year contract initially - subject to renewal
Working Hours:	Full time
Salary:	circa £35K
Location:	London

ROLE PURPOSE

To develop and deliver people management strategies which support achieving the overall aims and objectives of the organisation. Expected to contribute at both a strategic and operational level, the HR Manager is responsible for identifying HR priorities and delivering initiatives that will strengthen employee relations, ensure compliance with current employment legislation and maximise learning and development across ARTICLE 19's international operations.

Responsible for the day to day running of all aspects of HR within the International office, the HR Manager will also provide essential guidance and support to the regional offices, promoting best practice and consistent people management across the organisation.

KEY RESPONSIBILITIES

INTERNATIONAL OFFICE (UK)

Strategic

Prepare and implement the annual international HR plan as well as regional specific plans to support the overall strategic aims and objectives of the organisation.

Resourcing

Coordinate recruitment and support managers in the development of job descriptions, advertisements and assessment tools. Participate in the interview and selection process as required

Ensure all staff recruitment is compliant with employment law

Manage the induction process, ensuring that staff receive comprehensive and up to date information immediately on joining the organisation

Employee Relations

Develop and maintain comprehensive and up to date HR policies and procedures to support the consistent management of staff across the organisation.

Develop the terms and conditions and employee handbooks for ARTICLE's regional offices.

Provide Managers with expert guidance, coaching and support on the full range of HR activities to ensure a high quality and consistent approach to people management

Manage emerging staff issues, disciplinary and grievance matters in consultation with the Director of Operations and ensure that any such issues are well managed and compliant with employment legislation and organisational best practice

Keep up to date with HR legal developments in the UK and internationally and advise management of compliance and risk factors

Provide support to staff on all HR issues

Ensure all staff are aware of HR policies and practices and are able to operate them effectively

Engage with staff forums to ensure sound management of consultation and communication practices

Maintain excellent relations/communications with staff to build and maintain a positive HR profile

Ensure staff are informed and updated on key organisational issues

Learning & Development

Manage and review performance appraisal system and policy, supporting staff and line managers to ensure the process is completed satisfactorily and that staff development plans are implemented and reviewed, with an initial focus on developing these systems in our regional offices

Co-ordinate and evaluate organisational training and learning initiatives (eg. management development programme, staff surveys)

Personnel Administration

Manage information held in the HR database and personnel files and ensure up to date information that complies with legal and data protection policies

Monitor HR trends (sickness, absence, retention) and provide quarterly management reports

Salaries & Benefits

Gather and analyse market relevant data to measure the competitiveness of salaries and benefits and provide recommendations to support the recruitment and retention of high quality staff across ARTICLE 19's offices globally

Undertake the annual salary /cost of living review and make recommendations accordingly

REGIONAL OFFICES (GLOBAL)

Support Regional Directors in establishing and maintaining positive working environments

Provide expert guidance, tools, coaching and support to Regional Directors to ensure a high quality and consistent approach to people management/staff relations across the organisation

Advise and support Regional Directors in the management of emerging HR issues, conflict, disciplinary and grievance matters to the satisfaction of legal obligations and organisational best practice

Provide oversight of the implementation of HR policies and procedures which are compliant with domestic legal requirements and best practice

Develop regional terms and conditions consistent with ARTICLE 19's HR principles and local employment law

Support recruitment and selection processes where requested

PERSON SPECIFICATION

ESSENTIAL

Knowledge & Skills

- CIPD qualified
- Educated to degree standard
- Fully conversant with all aspects of employment law and HR best practice in the UK and at least two other countries where ARTICLE 19 operates
- Good working knowledge of HR systems
- Ability to conduct salary and benefits benchmarking across our geographic areas of operation as well as the UK.
- Ability to work at both strategic and operational levels
- Ability to prepare and present reports at Director/Board level
- Ability to create and maintain strong staff relationships at all levels
- Ability to manage emerging employee issues, grievances, disciplinary proceedings
- Knowledge of change management and the ability to support staff through any such periods
- Ability to create clear and concise HR communications
- Ability to manage and review staff appraisal and development plans
- Excellent interpersonal skills
- Excellent written and spoken English
- Pro-active and self-motivated
- Ability to work under pressure and manage time effectively

Experience

- Extensive experience in an HR management role which includes working for an international organisation operating in different locations around the world and in the charity sector.
- Experience in the development and implementation of employment policies and procedures internationally
- Knowledge of providing an integrated HR approach across different geographic regions and cultures

- Extensive experience of developing and maintaining positive employee relations
- Proven experience in all aspects of recruitment, staff appraisal and personal development
- Some experience of training, coaching and/or negotiating

Other

- Must have or be able to obtain the right to work in the UK
- Cultural sensitivity and commitment to equal opportunities

DESIRABLE

- Knowledge and/or experience of working for a human rights organisation
- Knowledge of at least one other language, particularly French, Spanish or Portuguese
- Post graduate qualification