

JOB DESCRIPTION

Job Title:	Corporate Services and HR Manager
Grade:	9
Responsible to:	The Director
Responsibility for:	Responsible for the Customer Services Team
Job Purpose:	<p>Be an effective leader for Corporate Services and HR</p> <p>Actively participate in the Management Team and effectively contribute, at a high standard, to corporate strategy and business planning processes</p> <p>Uphold the high standards expected of a member of the Management Team</p> <p>Promote and uphold Rosehill's Corporate Values</p> <p>Effectively contribute to the delivery of our Strategic Objectives</p> <p>Ensure the objectives and targets of the Corporate Services and HR Operational Plan are met by identifying opportunities, developing opportunities for improvement and delivering the most effective services which minimise risk and obtain value for money.</p> <p>Take the lead role in strategy, policy and procedure development for Corporate Services & HR; ensuring we are fully compliant with all Statutory and Regulatory Requirements. Contribute to any relevant Statutory and Regulatory returns throughout the year and ensure good governance is central to the operation of the Team.</p> <p>Ensure our compliance with all relevant corporate, employment and health and safety legislation.</p>

Principal Duties

1. Strategy and Management

- 1.1 Contribute to corporate strategy, objectives and planning, and the preparation of business plans, annual reports, general publications and information for website.
- 1.2 Lead strategy, develop policy, manage change and implement within the area of Corporate Services & HR delivering continuous improvement and value for money
- 1.3 Ensure Corporate Services and HR effectively contributes to the delivery and achievement of our Corporate Vision, Values and Strategic Objectives.
- 1.4 Produce the Annual Corporate Services and HR Operational Plan linked with the delivery of our Business Plan objectives and ensure this is cascaded down through the team through the implementation of individual work plans.
- 1.5 Be an effective member of the Management Team, contributing to key matters such as assurance processes, risk management and achieving value for money.
- 1.6 Provide regular reports on performance management with related corrective action plans where appropriate.
- 1.7 Undertake appropriate line management activities including recruitment and selection, and training and induction of new staff members within the team.
- 1.8 Undertake annual staff performance reviews, completing documentation timeously and taking appropriate action.
- 1.9 Support the Director and Management Committee by providing assurance in the areas of Corporate Services & HR, including preparing and presenting reports for Committee meetings and relevant Sub-Committee meetings on a regular basis.
- 1.10 Work within the Scheme of Delegated Authority and the Purchasing, Procurement and Tendering Policy, and Financial Regulations.
- 1.11 Oversee the accurate completion of the Annual Return of the Charter including co-ordinating and overseeing the Audit of the pre-submission Return.

2. HR Management

- 2.1 Develop and review all HR Policies and Procedures and ensure they meet all legal and regulatory requirements.

- 2.2 Provide HR and employment law advice to the Director, Management Team, and Management Committee, where appropriate, following EVH terms and conditions of employment and associated guidance, liaising with EVH and our employment solicitor as required thus ensuring continuity of approach across Rosehill.
- 2.3 Ensure Managers are provided with advice, assistance and effective processes to enable them to manage their staff teams in accordance with legal and contractual requirements.
- 2.4 As part of the Management Team, co-ordinate and participate in any reviews of staffing structures or major terms or policy changes and lead on staff consultation as required.
- 2.5 Develop and implement corporate induction procedures and processes for new staff including relevant HR policies/procedures, H&S matters and key governance matters such as staff code of conduct. Liaise with our IT company to set up new staff on our systems.
- 2.6 Co-ordinate Absence and Attendance Management including liaison and support to Managers and staff.
- 2.7 Co-ordinate twice yearly staff performance reviews and resulting training for all staff.
- 2.8 Develop and implement procedures/processes for managing staff leaving Rosehill including appropriate security measures e.g. removal from IT systems, return of Rosehill property, etc.
- 2.9 Liaise with Finance staff on payroll issues to ensure staff payments are in line with terms and conditions and legal requirements.

3. Training and Development

- 3.1 Be responsible for identifying and co-ordinating organisational wide training for staff. Liaise with Managers over individual staff training and development needs. Provide the Director with proposals for specific staff development plans including further education, for approval.
- 3.2 Maintain staff and committee annual training records to ensure key skills and knowledge, including those legally required, are kept up-to-date within agreed timescales.

4. Recruitment & Selection

- 4.1 Carry out job reviews for vacant posts in conjunction with the Director and relevant Manager.
- 4.2 Co-ordinate the recruitment process in relation to all vacant posts. Involvement in the recruitment process for all relevant posts to ensure

consistency of decision making and that adverts and information for candidates meets legal and good practice requirements.

- 4.3 Keep up to date with legal requirements such as right to work and update policies as required. Complete any legally required returns in this area.
- 4.4 Deal with any appeals against recruitment decisions working with the Director, relevant Manager and Management Committee as required.
- 4.5 Liaise with Managers over resource requirements e.g. during periods of staff shortages. Present proposals for Director's approval for temporary posts. Co-ordinate recruitment processes for filling temporary posts.

5. Complaints

- 5.1 Be our Investigating Officer for Stage 2 complaints, liaising with the relevant Manager and other staff as required, complete the full complaints process including issuing our final response.
- 5.2 Analyse all complaints received (including Stage 1s), identify trends, lessons learned and develop improvement plans where required with the relevant Manager. Oversee the implementation of any improvement plans.
- 5.3 Provide quarterly reports to the Management Team and the Management Committee on the findings from the complaints analysis including trends, lessons learned, actions required and progress with same.
- 5.4 Analyse findings from Customer Experience Survey and present outcome and any recommendations to the Management Team quarterly and the Management Committee twice a year.

6. Health & Safety

- 6.1 Be responsible on behalf of the Director to ensure all Health & Safety obligations are met in relation to corporate matters such as staffing and facilities management.
- 6.2 Oversee all health and safety processes within Rosehill providing advice and assistance at team level to ensure consistency of processes across Rosehill and adherence to relevant timescales for implementation and renewal of required processes.
- 6.3 Provide relevant health and safety reports, co-ordinating input from other Managers as required, to the Management Team and Staffing and Health & Safety Sub-Committee on a quarterly basis. Provide an annual report to the Management Committee.
- 6.4 Oversee risk assessments for staff and corporate activities and ensure they remain up-to-date.

- 6.5 Oversee the DSE process to ensure all staff have up to date assessments as required.
- 6.6 Lead in external assessment processes for Health & Safety and Fire Safety and develop action plans, ensure action is taken as required. Report to the Management Committee on outcome of audits and actions required. Progress reports with action plans will be presented to the Management Team monthly and the Staffing and Health & Safety Sub-Committee quarterly.
- 6.7 Contribute to the Management Team functions relating to Business Continuity.
- 6.8 Develop new systems to ensure our Health and Safety systems are as effective as they can be.
- 6.9 Co-ordinate training and development for all staff in relevant Health & Staff matters.

7. Data Protection and Freedom of Information

- 7.1 Be the Link Officer with our external DPO Service, ensuring all DP and FOI (including Environmental Information Regulations) related matters are passed to the DPO timeously including any related queries from staff, requests for information, breaches/suspected breaches, etc.
- 7.2 Liaise with the DPO over the handling of information requests (FOI, EIR and SAR) and any breaches. In conjunction with the DPO ensure all related registers are kept updated and required returns are submitted on time.
- 7.3 In conjunction with the DPO provide any required reports to the Director, Management Team and Management Committee on any breaches. Liaise with the DPO to provide the Director with all required information in the event a Notifiable Event has to be submitted to The Regulator.
- 7.4 Co-ordinate the review of all DP and FOI related Policies with the DPO.
- 7.5 Co-ordinate staff training on DP and FOI, EIR with the DPO and provide staff with guidance and support on all related matters either directly or through the DPO.
- 7.6 Co-ordinate and oversee the annual data cleansing exercise within Rosehill, ensuring our Data Retention periods are adhered to, and report to the DPO and Director when this is complete.
- 7.7 Be responsible for ensuring that all information we publish is in accordance with DP and FOI requirements, taking advice from our DPO Service when required.

- 7.8 Have the lead role in ensuring our website and Guide to Information are kept updated with relevant and key information e.g. revised policies, latest regulatory reports and other publications such as our Engagement Plan, Landlord Report and Annual Performance Report.

8. Equality & Diversity

- 8.1 Ensure recruitment and HR policies fully comply with Equalities legislation and best practice.
- 8.2 Responsible for meeting Regulatory requirements for Equalities data collection in relation to staff, job applicants and committee.
- 8.3 Ensure Equalities and Privacy Impact assessments are completed as required in relation to Corporate Services and HR policies and matters.

9. Compliance and Assurance

- 9.1 Ensure compliance with all legal and regulatory requirements in respect of all matters related to Corporate Services and HR.
- 9.2 Contribute to the development of robust assurance processes and systems to demonstrate compliance.
- 9.3 Oversee the administration of our assurance processes and systems.

10. General

- 10.1 Represent Rosehill at appropriate forums as agreed with the Director.
- 10.2 Ensure that all relevant records within Corporate Services and HR are accurate, up to date and in line with data protection legislation.
- 10.3 Promote the aims and objectives of Rosehill.
- 10.4 Act as an Ambassador for Rosehill.
- 10.5 Attend committee meetings, other relevant meetings and public events as directed by the Director, which may include evenings and occasional weekends.

This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the post holder has to agree work priorities and tasks to be completed on a regular basis with the Director. This will enable the post holder's Section and Rosehill as a whole to fulfil its objectives.

All tasks must be carried out in accordance with Rosehill's Equalities and Diversity Policy.