

# Job Description



**Job Title:** HR Business Manager  
**Reports to:** Senior Management Team  
**Based at:** Norwich  
**Contract:** Permanent

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## Key Objectives of Role

To foster a positive, respectful and inclusive work environment through the delivery of a professional, proficient and effective HR service to managers, leaders and employees.

To provide support to the Senior Management Team (SMT) in the smooth running of day-to-day office and support activity and to take on ad hoc projects as required.

## Main Responsibilities

1. To lead, advise and guide on all aspects of HR, including complex HR issues, and any other employment related issues.
2. To develop an HR strategy in line with Empanda's organisational strategy and improve HR processes, systems, policies and procedures.
3. To provide advice and support to SMT, managers/leaders and employees during times of change such as internal restructure, redundancy and TUPE processes.
4. To keep up to date with legal developments and be fully aware of UK employment law to enable accurate and pragmatic advice to all employees.
5. To lead on recruitment and selection, always ensuring fairness consistency and a positive candidate experience.
6. To advise managers/leaders on the management of attendance in accordance with the leave and absence management policies and procedures, ensuring a consistent approach and assist with reducing levels of absenteeism.
7. To lead and maintain the organisation's HR software application (BreatheHR) ensuring employee records are kept up to date and advise managers on the management of attendance in accordance with the Absent Management Policy and Procedure.
8. To feed into the organisation's payroll process to ensure all HR changes are implemented.
9. To lead on Employee Wellbeing, ensuring it remains an integral part of the Empanda culture.
10. To provide support with Tender submissions as required, particularly in relation to staffing requirements.

11. To monitor the organisation's overseas sponsorship activity, ensuring Home Office compliance.
12. To seek value for money (VFM) opportunities to obtain the maximum benefit from the services we procure, within the resources available.
13. To take personal responsibility to uphold the Empanda Values – accountability, commitment, compassion and integrity.
14. To take personal responsibility for demonstrating the aims of the Equality and Diversity objectives.
15. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.

## **Key Tasks**

1. To manage and deliver a successful and effective end-to-end onboarding process through collaborative working with managers/leaders.
2. To work alongside the Head of Business Services to create and manage recruitment advertising as required, utilising the most cost-effective recruitment methods.
3. To support managers in the preparation of interview questions, assisting with the selection process and interviewing candidates and ensure that all relevant onboarding information is in place.
4. To assist with the delivery of Day One staff induction as required.
5. To act as first point of contact for the organisation's web-based HR programme *Breathe HR*, ensuring latest updates/versions are implemented effectively and that 121 training and guidance is provided as required.
6. To ensure all new starters are uploaded and records are maintained and to monitor probationary periods, DBS and sickness absence monitoring triggers, ensuring managers are informed and relevant paperwork is in place.
7. Identify where referrals to Occupational Health Assessments and GP reports are required and liaise with the manager/leader accordingly. Undertake attendance monitoring.
8. To plan and manage the process of transferring employees under TUPE, ensuring staff are supported throughout and that all advice, guidance and paperwork is in accordance with statutory requirements, policies, procedures and best practice.
9. To ensure that any HR issues are dealt with as swiftly and effectively as possible, ensuring best practice and fairness at all times. Prepare paperwork, adhering to policy timescales.
10. To provide support and advice to managers/leaders in dealing with employee issues in relation to potential performance, conduct, discipline and grievance concerns, ensuring fair, pragmatic and legally compliant outcomes.
11. To conduct and document investigations, hearings and meetings as required, including preparatory paperwork, meeting attendance/note taking as required and where relevant,

advising on fair and relevant sanctions in accordance with policies, procedures and best practice.

12. To co-ordinate employee satisfaction surveys including collation of surveys and responses, analysing data and producing reports as required for SMT.
13. To maintain and co-ordinate the organisation's '*We Value You*' rewards and benefits programme and to explore and develop new initiatives as appropriate.
14. To co-ordinate and further develop Empanda's wellbeing programme and action plan, meeting with Employee Wellbeing Champions to offer guidance and support as required
15. To oversee the organisation's appraisal and 121 process ensuring the review of performance, recognition of achievements and areas for improvement and the alignment of individual objectives with organisational goals and strategy.
16. To prepare quarterly staffing/wellbeing reports for Empanda board meetings and attend as required.
17. To assist SMT with the day-to-day running of the business and undertake additional projects as required.

The duties listed are not exhaustive and the post holder will be expected to undertake other duties as appropriate to the role and as requested by the Senior Management Team.

## Person Profile

<b>Selection Criteria</b> <b>A = Application form</b> <b>I = Interview</b> <b>T = Test</b> <b>D = Desktop or other practical exercises</b> <b>E = Evidence</b>	<b>Essential or Desirable (E, D)</b>	<b>Assessment Method (A, I, T, D)</b>
<b>Experience:</b>  1. Working at a senior HR Officer level. 2. Managing/overseeing a range of strategic and operational functions. 3. Managing TUPE transfer, redundancy and restructures. 4. Working within the charity/voluntary or non-profit sector, preferably in a care setting. 5. Working within a 'sponsoring' organisation.	E E  E D  D	A/I A/I  A/I A/I  A/I
<b>Qualifications:</b>  1. CIPD qualified to at least Level 5. 2. Chartered Member of CIPD.	E D	A/E A/E
<b>Skills:</b> 1. Strong HR skills with a solid knowledge of UK employment law and good practice. 2. Strong customer service ethic. 3. Excellent attention to detail. 4. Passionate about performance excellence. 5. First class people skills and excellent communication skills (both verbal and written). 6. Effective organisation and time management. 7. Professionalism, confidentiality and discretion. 8. Flexible, adaptable with a 'can do' attitude. 9. Good working knowledge of Microsoft Office. 10. Good working knowledge of HR and Web based Software. 11. Full driving licence and use of a car (Cat B1 insurance required).	E  E E E E  E E E E E	A/I  A/I A/I A/I A/I  A/I A/I AI A/I A/I A