**Job title:** HR Business Partner

**Responsible to:**  Head of HR Operations

**Accountable to:** HR Director

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

Reporting to the Head of HR Operations this role is accountable for providing a professional, commercially focussed and legally compliant HR service for the North division of Care UK. The role provides hands on HR support to 3 aligned regions, as well as line managing and providing guidance to field based direct reports who cover other North regions.

The role is a multi-site generalist role, responsible for supporting in the development and implementation of the people plan with Regional Directors, increasing opportunities to be an employer of choice, providing internal opportunities to grow our own talent and proactively manage performance.

### Key Responsibilities

* Attend talent reviews, create plans to retain, develop, identify future pipeline and highlight risks, ensure succession plans are in place for all roles, supporting Regional Directors (RD’s) to develop the people strategy and align the focus for implementation
* Launch and embed new initiatives delivered by central HR team, with ops stakeholder input, to drive a recognition and engagement culture
* Provide line management, coaching and direction to HR Managers
* Pro-actively support performance management with RD’s, providing coaching and training where required
* Work with RD’s to communicate and embed plans created from outputs of engagement survey results, exit interviews, HR Dashboard, regularly reviewing and communicating activities and results
* Drive recognition across operations, providing internal comms with success stories for communication in weekly newsletter, driving a culture of reward and recognition
* Ensure all new starters receive appropriate induction and training to set them up for success and check their knowledge and putting learning into practice
* Ensure operational excellence in all HR activities, processes and transactions
* Provide insight from Operations to Head of Reward to shape the requirements in areas such as management development & reward and recognition to remain employer of choice
* Point of escalation for Home Managers and RD’s on all HR activities including Employee Relations (ER), talent management, succession and resource planning, attending Operations Directors ops meetings monthly and cascade information to HR Managers accordingly

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * CIPD Qualified or qualified by experience

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| Experience | * Experience in generalist HR and people development role within a multi-site, regulated operational environment
* Knowledge of UK employment law and experience of dealing with complex employee relations issues
* Line management experience
 | * Care sector experience
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| **Technical Skills** | * All Microsoft packages particularly PowerPoint and ability to present
* Well developed analytical skills to evaluate, assess and interpret trends in order to support and develop business plans
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| **Personal Qualities** | * Flexible and enthusiastic approach to work
* Ability to identify creative solutions to problems and people challenges
* Ability to plan and prioritise effectively
* Works collaboratively with others sharing ideas and information at all times
* Effectively builds trust with a consistent approach between actions and words
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