



JOB DESCRIPTION | HR & Admin Manager | MUNTADA AID

Job title:	HR & Admin Manager		
Salary:	£35,000 - £38,000 a year (Depending on experience)	Location:	Parsons Green, London SW6
Responsible to:	Head of Corporate Services	Responsible for:	HR & Admin (incl IT Services)
Contract:	- Full Time 40 hours per week - Permanent	Employment Start Date:	TBC
Date Job Posted:	23 October 2018	Application Deadline:	31 October 2018

THE ROLE

The HR & Admin Manager will provide a professional and customer focused HR and administrative service covering a broad range of generalist HR activity including the provision of advice on all HR and employment law issues, coordinate the L&D needs as well as providing a comprehensive administrative service. The HR & Admin Manager will have a clear understanding of Muntada Aid's (MA) strategy and objectives and how the HR & Admin service can support and contribute to the achievement of this.

The HR & Admin Manager will be responsible for providing a responsive HR service and lead on the overall delivery of HR activity within MA. This includes recruitment and selection, absence and attendance management, payroll and pensions management, dealing with employee relations matters, performance management, development/advising on HR policies and procedures, management and analysis of HR data, and learning and development provision (with external support).

The role also covers the management of central administration service for MA, including the oversight and support with MA's IT needs.

MAIN DUTIES

1. Take lead management responsibility for all matters related to HR, L&D, Admin and IT Services.
2. Provide HR advice and guidance to SMT, managers and employees on all HR related matters, including employment law and internal policies and procedures.
3. Identify, develop and implement creative solutions to people issues particularly where there is a financial, legal or reputational risk to the organisation



4. To be responsible for the full recruitment process and on-boarding process of new staff.
5. To advise managers on recruitment and selection issues, including the development of job descriptions, person specifications, the job evaluation process and the selection processes.
6. To be responsible for the screening process for hired staff to ensure they are clear of any criminal, fraudulent or terrorist involvement, to protect the organisation from legal and reputational risks.
7. Produce all employment related correspondence for employees, ensuring all employee changes are fully documented and that electronic and paper based files are maintained in line with the guidance on data protection and internal protocols.
8. To be responsible for all payroll and employee benefits matters.
9. Manage employee relations cases as required, including advising on employment law, following internal policies and procedures and note taking at investigation and formal disciplinary and grievance hearings.
10. To be responsible for recording sickness absence records including return to work interviews.
11. Monitor Statutory Sick Pay and Company Sick Pay entitlements and communicate any deductions in pay to employees.
12. Ensure that all holidays and absence information is recorded accurately on the relevant systems to include the HR database.
13. Manage and act as first point of contact for the HR Database.
14. Produce statistics and reports on a range of issues, to include sickness/absence management, staff turnover and employee life cycle data for CEO/SMT.
15. Provide support, advice, coaching and mentoring to staff and managers.
16. Ensure that Managers are aware of (and use) HR policies and procedures effectively, treating employees fairly, in line with good practise and legislative requirements.
17. Work closely with Senior management to implement organisational, behavioural and cultural change
18. Support, monitor and implement retention, performance management, risk management and succession planning initiatives
19. Make recommendations for improvements in processes and practices.



20. Manage and coordinate a comprehensive range of administrative needs of MA to ensure effective and efficient central operation.
21. Have oversight and operational responsibilities for MA's IT needs.
22. Attend internal and external meetings as required.
23. Undertake full supervision and line-management responsibilities for team members.
24. Undertake any other duties commensurate with this post as reasonably requested by the HR Business Partner.

PERSON SPECIFICATION

Knowledge and Skills

- A degree in a related field, preferably in HRM or Business Studies
- CIPD qualified or equivalent HR experience
- Accomplished HR professional working in a similar capacity
- Excellent communication (verbal & written) and interpersonal skills. Excellent written and spoken English in particular
- Strong analytical and problem solving skills, with the ability to think creatively and laterally, to overcome challenges.
- Strong organisation skills and attention to detail to ensure high quality in ones work.
- Ability to prioritise and work efficiently under pressure and subject to changing priorities; proven experience of managing multiple projects, meeting deadlines, and using judgment and initiative in problem resolution.
- Excellent levels of computer literacy including Microsoft Office applications and HR software.
- Experience of working closely with learning and development team
- Working knowledge of IT operation and management in a small/medium size organisation is desirable

Experience

- Demonstrable evidence of HR engagement within medium size organisations, ideally within NGO sector over a sustained period.
- Experience of generalist HR services or business partnering in HR is required.
- Proven record of excellent people and interpersonal skills with strong communication skills at individual and group levels.
- Track record of providing a proactive quality and pragmatic customer orientated HR service to highly professional and active teams
- Capability and experience of recruiting up to senior levels



- Experience of working closely with learning and development team
- Demonstrates the flexibility and energy that is required for a high level of self management and awareness
- Experience in managing and implementing employee relations activities.
- Experience of working closely with learning and development team is desirable.
- Previous experience of working within humanitarian and development (third) sector is an advantage

Personal Qualities

- Strong emotional intelligence and resilience, and able to maintain composure - acting in a calm and measured way, in difficult situations.
- Has a positive demeanour and disposition, and able to overcome setbacks by motivating self and others
- Has a learning attitude and a continuous improvement philosophy.

How to Apply

Please apply before the closing date by sending your CV and covering letter via email to hr@muntadaaid.org

Note: if you do not hear back from us within 4 weeks please assume that your application has not been successful.