



Human Resources Manager



The role

As a member of the Senior Leadership Team, you will work with the Chief Executive Officer, Head of Operations, and the Finance Manager to deliver and drive alignment of our people and organisational strategy.

Maintain and continuously develop the human resources service provision and support the organisations managers in all aspects of people management and wellbeing.

As a senior representative of Citizens Advice Cornwall your role will involve building and maintaining external partnerships that reflect the values and standards that make the organisation a trusted source for our clients.

- 37 hours per week
- Salary, £28,000 - £34,000
- Home based but you will be allocated an office near to your home and the role will involve travel across our eight offices in Cornwall.
- 3-year fixed term contract December 2021 until November 2024.
- Access to mental health and wellbeing support from Togetherall
- 20 days holiday, plus 8 Bank Holiday



Role profile

Employee Resourcing

- Analysing, identifying, and attracting, the right people with the right skills, knowledge, attitude, and potential to support a diverse environment that reflects the community we serve.

- Work with the senior team to integrate strategic workforce planning with the resourcing strategy.
- Integrate sourcing approaches into the aligned people resourcing strategy.
- Analysing current and future assessment approaches and how they align with the organisation culture and wider people assessments.
- Bringing together the diversity of candidate reactions when creating a resourcing strategy.
- Develop digital platforms to inform the changing digital environment into the resourcing strategy.
- Analyse and create employment opportunities informed by insights into the political, environmental, technical, social, and legal frameworks.

Talent Management

- Design flexible approaches to succession and contingency planning and continual analyse the impact on the organisation in a constantly changing environment.
- Use strategic workforce planning to support and drive organisational performance.
- Develop and create workforce diversity to ensure the future viability of the organisation.
- Enable and coach managers and leaders to support others to be their best at work.
- Create a strategic approach in developing, engaging, motivating, and retaining people with the right talent and attitudes to drive change and the sustainability of the organisation.

Learning and Development

- Line manage the learning and development lead, to create the right culture and environment for individuals and organisations to learn and grow. Ensure that we know and understand the current and future capability needs of the organisation, as well as how to create a learning culture that drives engagement in ongoing professional development.

Employee Relations

- Creating and maintaining a positive working environment and relationships for both volunteers and paid staff.
- Provide leadership in educating, supporting, and building the capability of leaders and line managers to ensure that inclusion and diversity is part of the

organisation's way of working, and our culture is one of trust which enables people to speak up, feel safe, and advocate for others.

- Develop and set a resolution and client focused culture through the development of policies and processes which apply the law in a practical, fair, and transparent way.
- Provide leadership on improving organisational performance and reputation whilst mitigating risk.
- Lead all aspects of reducing the incidents of workplace conflict, e.g., grievance, disciplinary, disciplinary and grievance investigations, long-term or short-term intermittent sickness absence, and legal action.
- Establish and support a culture of transparent, inclusive, effective consultation and decision making.
- Encourage 'employee voice' in which people can express their views, opinions, concerns, and suggestions, to influence decision making, in a respectful, constructive, and positive manner.
- Provide leadership and guidance to leadership team and managers on all aspects of people wellbeing, physical and mental wellbeing.
- Working with the Head of Operations, evaluate and improve management practices and behaviours to create a better worker experience.

People Analytics

- Gather and use data, to convert into meaningful information to provide insights into people issues to improve and guide decision-making.
- Provide to the CEO regular and agreed metric analysis of current workforce composition, sickness, leavers and starters, recruitment, and selection, plus any adhoc analysis and reports commissioned by the CEO.

Learning & Development

- Work with Learning and Development team to ensure that any skills, knowledge, and experience gaps are identified, and suitable training is delivered on time and to specification.
- Identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas.

External Partnerships

- Represent the organisation as appropriate at Citizens Advice and other statutory, voluntary, and commercial organisations, professional bodies, and institutions.
- Attend meetings of the organisations trustee board as required.

- Proactively build positive and mutually supportive partnership networks.

General

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Keep up to date with charity policies, procedures and have an understanding and awareness of current client issues.
- Ensure the work reflects and supports Citizens Advice service equality and diversity strategy.
- Abide by health and safety guidelines and share responsibility for our own health and safety and that of the wider team.
- Develop and maintain effective administration systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility.



Key Relationships

- Senior Team - Chief Executive Officer, Finance Manager, Head of Operations.
- Trustee Board.
- Organisational Managers/Supervisors.
- Paid staff and volunteers.
- External partners e.g., recruitment providers, employment law suppliers, apprenticeship providers, awarding bodies for excellence in employment status.



Person specification

Essential Criteria

- A member of the Institute of Personnel and Development at chartered level (MCIPD).
- Fully familiar the people practices concepts, i.e., the processes and approaches used across the employee lifecycle. Learning needs analysis, creating talent pools, developing people policies, analysing people data, managing grievances and disciplinaries at a senior level, recruiting people.

- Ability to think in a systemic way: understanding how to align the different elements of the organisation's system (for example, the values, the culture, structures, people practices and policies) to maximise the organisation's performance.
- An understanding of the wider world of work – and how organisations contribute not only to the lives of their employees and clients, but society as a whole.
- Practical business knowledge, understanding business models, financial literacy, strategic planning.
- Familiar with using data and the right information in a structured way, to inform the decisions you take and the work that you do.
- You will need to have an understanding how roles have changed, what new skills and capabilities are needed, and how to use technology to enhance the people proposition.
- You will have rounded business knowledge: how to build a case for change, develop costings and measures, and plan and deliver projects. But we also need an understanding of how to engage people for that change to be effective. How to choose the right approach that supports a change culture; how to involve the right people and listen to their views; how to continuously innovate and deliver change at pace and knowing what else needs to be in place to enable that change for the long-term.
- Excellent influencing skills and the ability to challenge when there's resistance or opposition, speak up when you know something isn't right, and take a stand when it's the right thing to do.
- Ability to coach managers and leaders, enabling them to build their own people management capability, working to encourage a culture of trust, people development and wellbeing, to enable everyone to be their best at work.
- Able to make informed decisions by identifying different options, along with the benefits and risks associated with them.
- Demonstrable experience of achieving sustainable change across an organisation, creating long term value.
- Fully conversant with Microsoft Office Suite including excel, word, outlook, PowerPoint, Teams/Zoom.
- Confident with negotiation, persuasion, and active listening skills.
- Adaptable, flexible, and coaching management style.
- Commitment to reflective performance and continuing professional development
- Ability to travel and work across Cornwall

Desirable Criteria

- Understanding of the voluntary and community sector and the challenges and opportunities facing the sector

Job pack

Thanks for your interest in working at Citizens Advice Cornwall. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Cornwall
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Cornwall works

Citizens Advice Cornwall offers free, independent, confidential and impartial advice to everyone, covering areas such as benefits, debt, employment, housing, consumer issues and discrimination. We value diversity, promote equality and challenge discrimination.

We aim at all times to recruit the person who is most suited to the job and welcome applications from people of all backgrounds. We particularly welcome applications from disabled, Black, Asian or Minority Ethnic people, as they are currently under-represented in our workforce.

Whilst we rely on volunteers to take on a wide variety of roles, the day-to-day management and organisation is undertaken by a dedicated team.

The service aims to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

We have 9 offices located across Cornwall and also deliver our services through phone, webchat, email, text service and face to face via digital Help Hubs and in person.

We help around 9,500 people every year across a range of projects including our Core Generalist Advice Service, Money Advice Service, Help to Claim (Universal Credit), Macmillan, specialist casework in housing, employment and benefits and financial capability and energy projects.

We have around 80 members of staff and up to 120 volunteers providing the service and we work with a number of other voluntary sector and statutory bodies to provide seamless support to the most vulnerable in our community.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

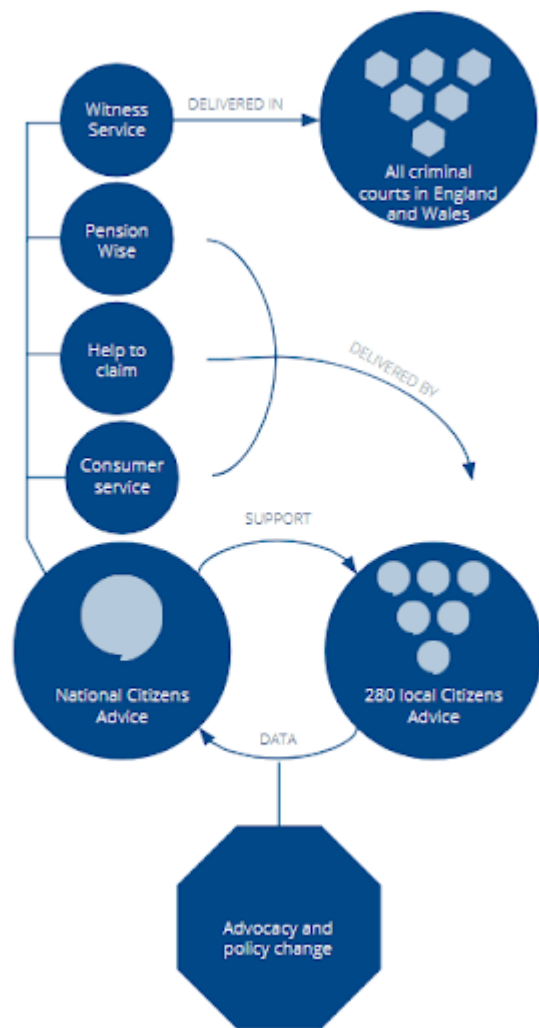
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



In accordance with Citizens Advice national policy the successful candidate will be required to undergo screening for a basic criminal check (DBS). However, a criminal record will not necessarily be a bar to your being able to take up the job.