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| <b>Job Title:</b>             | HR Business Partner   |
| <b>Location:</b>              | Secretariat, London   |
| <b>Department:</b>            | Finance, Operations & Support Services (FOSS)   |
| <b>Responsible to:</b>        | Head of Human Resources   |
| <b>Responsible for:</b>       | HR and Operations Assistant   |
| <b>Contract length:</b>       | Permanent   |
| <b>Relations with Others:</b> | Advisory relationship with London department heads and people managers.<br><br>Work collaboratively with regional and national HR contacts and other support functions (Finance etc). |

### **Purposes of the Job**

The HR Business Partner is responsible for providing comprehensive support and guidance to managers and leaders on people management issues. This will be achieved through coaching staff in their roles and advising on good practice.

The postholder will also oversee and lead on a number of HR areas and projects including reward and benefits and employee engagement in collaboration with members of the global HR team

### **Main Task**

The HR Business Partner has the following list of responsibilities:

#### ***Partnering and Advice***

- Partner with leaders to provide tactical and strategic HR advice and recommendations; coach and influence leaders to drive people outcomes that support delivery of the organisational objectives.
- Proactively coach, advice and counsel managers on best practice people management in line with organisational policy, process and procedure
- Take the lead supporting managers through key people processes e.g. annual performance cycle and salary reviews
- Interpreting and advising on employment contract and terms and conditions;
- Developing effective relationships with key stakeholders throughout the organisation, ensuring regular communications with managers
- Providing one to one support and coaching for line managers and local based HR focal points in country offices.
- Provide training workshops with line managers on various HR matters.
- Supporting the Head of HR in change management activities for large scale people related changes, including development of change management strategies and plans, impact analysis, communication and engagement plans

- Provide advice on employee relations issues (including disciplinary, grievance, capability, investigations and hearings), offering and sourcing interventions where appropriate, escalating complex employee relations issues to the Head of HR.
- Advise staff on flexible working requests and parental related benefits and policies.
- Advise on learning and development interventions.
- Be the E-Learning system owner and advise staff looking to develop new content.
- Deliver new hire induction to new starters in the London office.

### ***Reward (pay and benefits)***

- Take the lead on reward related activities, including job evaluation exercises in conjunction with line managers, providing advice on pay and grading.
- Manage and lead on maintaining HelpAge inputs into global salary surveys and produce relevant management information
- Oversee monthly payroll preparation
- Make/oversee monthly submissions to UK benefits providers (pension, childcare vouchers etc)
- Work with the Head of HR and FOSS Co-ordinator with renewal of benefits related contracts and services
- Liaison with external benefits providers to ensure an effective service

### ***HR Systems, Project & Policy Work***

- Support with the roll out and implementation of the HR system (Cascade) across the organisation and contribute to its improvement.
- Work collaboratively with regional HR contacts in Africa, Asia and EME to form a virtual HR team to share information and ensure consistent application and updating of HR policies and procedures.
- Work with external suppliers to deliver cost effective interventions to improve employee engagement, such as staff survey and related follow up actions
- Maintain a schedule of HR policies with dates and owners for revised policies to be generated. Identify opportunities to improve HR policies and propose solutions for their improvement.
- Maintain appropriate procedures in relation to immigration for overseas staff working in the UK. Work collaboratively with Head of HR to ensure compliance with Home Office guidelines.
- Provide support and guidance in humanitarian HR preparedness and lead on maintaining the HR's section of the organisational emergency manual
- Produce management information for senior stakeholders within the organisation.
- Assist the Head of HR in the roll-out of global people programs and initiatives.
- Lead/collaborate on HR projects as necessary
- Undertake audit related activities as allocated and agreed
- Line management of the HR and Operations Assistant.

### ***London Secretariat Recruitment***

- Manage and oversee the provision of a high quality and timely recruitment service ensuring good practice and employment law is adhered to

- Work collaboratively with the Head of HR in the development and implementation of an appropriate recruitment and selection policy and procedures.
- Provide recruitment advice and guidance to managers in line with good practice, facilitating the development of JD's, advertising campaigns, monitoring, selection, recruitment, on boarding including liaising with job agencies to secure cost effective temporary resourcing requirements and compliance with legislative requirements.
- Manage and review the recruitment sources used within HelpAge and work on a preferred suppliers list of agencies including all sectors of the business.
- Undertake any other duties as and when necessary to fulfil the objectives of the HR section, the department or HelpAge.

### **Person Specification**

#### **Essential:**

#### **Qualifications and Experience**

- CIPD HR qualification or equivalent experience
- Solid experience of working in HR in an international environment
- Demonstrated experience in a HR partnering model and leading the delivery of HR services
- Experience working through complex people matters and challenges, and providing advice and coaching to managers
- Experience of managing a wide range of employee relations cases
- Experience in dealing with pay and benefits

#### **Skills and Abilities**

- Sound understanding of HR and organisational development processes, including but not limited to, change management, organisational development, employee relations case work, compensation and benefits, policy development, etc.
- Sound understanding of UK employment law
- Systematic and organised approach to work and ability to prioritise
- Flexible, co-operative and supportive team player
- Ability to advise a wide range of stakeholders and establish effective working relationships with staff and managers
- Attention to detail and a high level of accuracy
- Strong IT skills including use of spreadsheets and databases.
- Willingness and ability to travel to overseas programmes. This could be to insecure locations and at short notice.

#### **Desirable:**

Knowledge and experience of HR software  
Experience of working with an international NGO