

## Role Profile & Person Specification

<b>Job Title:</b>	People Support & Development Manager
<b>Department:</b>	HR & Business Support
<b>Location:</b>	Hertford Office Based (currently working from home)
<b>Role reports to:</b>	Head of HR & Business Support

### Role Profile

#### **Purpose of Role:**

To support and optimise the management and development of all IMI staff and to provide high-level support to the Head of HR & Business Support across all aspects of the Department.

#### **Key Responsibilities:**

##### **Staff Learning & Development**

**30%**

- Assessed both individual, departmental and organisational learning and development needs.
- Analyses key people data to decipher wants from needs
- Assists in the preparation of individual development plans if requested
- Implements development plans for key talent
- Identifies skills gaps and future learning requirements
- Curates learning content and assess relevant learning and development options
- Considers relevance of blended learning options such as coaching, mentoring, on-the-job training, classroom training & e-learning and makes recommendations
- Develops & designs internal HR/business specific training sessions
- Delivers training and workshop sessions
- Co-ordinates the logistics of training sessions
- Identifies and engages external training partners if required
- Monitors training budgets and forecasts current and future costs
- Evaluates success of learning interventions and reports to Head of HR
- Keeps abreast of latest learning and development products and approaches

##### **Head of HR Support**

**30%**

- Provides support to Head of HR with change programmes or special projects (HR, Facilities & IT) with hands on support including attending meetings, providing administration and/or reporting
- Attends the monthly Operations Group meetings to represent HR
- Assists in the coordination of communication and processes between IT, HR, Business Support, Facilities & Premises
- Works with the HR Advisor to coordinate the annual 360 surveys reports for staff using the internal survey system
- Monitors and supports line managers with the internal performance management process and documentation, collating any training requirements



- Monitors the monthly staff recognition award nominations and works with the senior & executive team to ensure judging is timely and short list is ready for monthly staff communications meeting
- Reviews industry pay scales, monitors internal salaries and provides recommendations
- Liaises with the Company Healthcare Brokers at renewal time to provide accurate data and information to ensure the best deal for IMI staff
- Supports the Head of HR to produce the annual salary review and bonus letters

**Staff Benefits**

**20%**

- Keeps accurate records of the joiners and leavers on the Company healthcare and health cash plan schemes and provides help and advice in response to staff queries
- Administers the group pension scheme and works with the HR Advisor to ensure salary exchange calculations and agreement letters are accurate and up to date
- Generates all Company loan agreements and works with the Finance team to ensure all payments and repayments are accurately administered via the payroll
- Administers the Group Life scheme accurately
- Coordinates 121 pension advisory meetings with the Company Financial Advisor when required

**Data Protection**

**20%**

- Monitors compliance with data protection laws
- Reviews external contracts/agreements/documents to ensure data protection clauses reflect data sharing or processing relationship accurately escalating to Head of HR where necessary.
- Liaises with Head of HR and external advisers to review and update data protection policies
- Communicates and raises awareness internally by ensuring regular staff training
- Provides advice and the information on data protection regulations and obligations

**Job Context:**

- The job-holder reports to Head of HR & Business Support
- Job holder operates at Function Manager

**Job Dimensions:**

- Operates as a self-sufficient manager with high level of responsibility & authority within role.
- Proactively identifies how procedures & policies can be adapted to better suit the needs of the organisation
- Decision making is constrained by Company policies and precedents
- Comprehensive theoretical and practical knowledge required to be effective (usually attained through theoretical training or built up over a number of years of experience)
- Communication involves high level of negotiation/persuasion or advising/guiding/influencing using specialist knowledge

**Authority Level:**

**Financial:**

All spend will be within guidelines from the Head of Dept

**Operational:**

Authority to make decisions without prior approval in area of responsibility and within the boundaries of current Company policy, procedure & precedent guidelines. Must gain Dept Head approval for any decision required outside these boundaries.

## Person Specification

### **Essential Knowledge & Experience**

- Experience of working at management level
- Understanding and experience of designing, implementing and evaluating a variety of training solutions
- Experience of facilitating training sessions
- Knowledge and experience of general HR function
- Knowledge and understanding of GDPR and data protection laws
- Experience of providing advice, guidance & support to line managers in a variety of matters, including data protection, general HR, staff benefits
- Previous experience of doing own research/investigating to find the answer
- Experience of managing challenging meetings and conversations
- Successful people relationship management experience
- Experience of providing management level support
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### **Desirable Knowledge & Experience**

- IT support knowledge
- Facilities and grounds management knowledge or experience

### **Required Competencies**

- Passionate about people and helping them develop their talent
- Understands and confident to challenge individual desires and focus on business needs
- Strong communication and organisation skills
- Ability to understand, simplify and communicate to assist line managers in a variety of situations
- Wants to find the answer and will proactively research and communicate with others to find it
- Ability to build relationships with colleagues and listen effectively
- Empathetic and good reader of people and emotion
- Effective and creative problem solving that offers pragmatic solutions
- Honest in views, but always respectful
- Driven by high values and standards
- Good foresight and planning skills
- Confident presentation skills
- Confident with numbers
- Attention to detail when reading/creating/presenting documents and reports
- Has analysis and reporting skills

### **Essential Qualifications:**

- CIPD Level 5 Foundation Certificate or Diploma in L&D or HR Practice (will accept an equivalent qualification or experience knowledge built up in role)
- GDPR or data protection & processing qualification (will provide and fund external training for the right candidate)

### **Desirable Qualifications:**

- Certified GDPR practitioner



**Other Requirements**

- Hertfordshire head office based
- 35 hours per week, Monday to Friday
- To undertake other tasks to support the business as required