

**SPITALFIELDS CRYPT TRUST**  
**JOB DESCRIPTION**

<b>Post Title</b>	Human Resources and Quality Manager
<b>Responsible to</b>	CEO
<b>Purpose of Post</b>	To lead, direct and deliver a comprehensive generalist HR service across the whole of SCT and providing the organisational lead on health, safety and wellbeing, data protection and quality improvement systems; developing and promoting best practice and taking a hands-on role as and when necessary and according to SCT's inclusive, integrated, innovative and participatory culture.
<b>Hours</b>	35 hours/week
<b>Salary</b>	£36,734 to £43,349 p.a.
<b>Line management</b>	HR Volunteer(s)

**Spitalfields Crypt Trust**

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical help, support and training to people affected by homelessness or suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential recovery facility, an addictions counselling programme and a Training & Development Programme), supported houses, a Housing First service, community supports, charity shops and two social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

We seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of SCT. (SCT - Equal Opportunities Policy 2.2 (i) and (v)).

## **Job Summary**

SCT's Human Resources Manager ensures SCT works to a consistently high standard across all areas in the recruitment, support, engagement, management and development of high calibre staff and volunteers; leading, promoting and implementing key HR initiatives across the organisation and providing SCT managers with expert advice, coaching and support in consultation with SCT's external HR consultancy provider, in the following areas;

### **Human Resources and People Management: employees**

1. Managing the full employee lifecycle, through recruitment, onboarding, training and development, absence, performance management and leavers
2. Identifying, leading and reviewing the annual training plan for all employees and the systematic evaluation of all training
3. Managing the employment relationship, dealing with employee relations to resolve them quickly and effectively, including provision of advice, guidance and practical support of managers on all employee relations matters including: disciplinary, grievance, sickness management, restructuring and redundancies
4. Provide guidance on contractual and payroll issues; including -
  - ensuring all starter, leaver, sickness, holiday details and changes to pay and terms are accurately processed and details input into SCT's HRIS
  - working with the Finance Manager to ensure accurate information is provided to SCT's outsourced payroll company to ensure that all pay details are accurate and employees are paid on time including their associated pension contributions
  - ensuring employees and casual workers are allocated the correct benefits in line with their contracts
5. Providing key HR analyses and reports to management, for example in relation to remuneration strategy and HR related budget considerations
6. Maintaining all employee data on HR systems
7. Handling confidential employee data in line with data protection legislation.

### **Human Resources and People Management: volunteers**

1. Ongoing development, coordination and oversight of SCT's volunteer recruitment, onboarding, training and administration and related systems in close collaboration with SCT's managers
2. Leading, promoting and implementing key volunteer initiatives across the organisation
3. Providing SCT managers with guidance on volunteer management issues
4. Maintaining all volunteer data on relevant systems
5. Handling confidential volunteer data in line with data protection legislation.

### **Continuous quality improvement:**

1. Promoting continuous quality improvement in SCT's business systems and processes in liaison with key stakeholders; including coordination, preparation and associated administration relating to corporate function accreditation, review, and relevant quality mark compliance
2. Driving the ongoing development, review and improvement of clear, consistent and accessible policies and procedures relating to SCT's business support functions and processes that satisfy statutory and operational requirements, complying with recognised standards of ethics and practice in the fields in which SCT is working

3. Involving key stakeholders in the quality management cycle, adapting and varying approaches to maximise engagement and ensuring co-production principles and practice are central to the approaches employed
4. Working closely with SCT's managers and SCT Communications Officer to promote the ongoing communication, implementation and participation in the review cycle of policies and procedures on the part of employees, volunteers, residents, and wider recovery community.

**Health, Safety and Wellbeing:**

1. Co-ordinating and ensuring monitoring and ongoing review of effective processes for the consistent carrying out of health and safety risk assessments across all SCT's areas of activity
2. Researching appropriate and affordable initiatives to support the health and wellbeing of staff and volunteers, and promoting uptake by managers and colleagues
3. Monitoring employee sickness absence rates on a weekly basis to prompt managers when formal meetings are due and advising regarding referrals to Occupational Health.

**GDPR:**

1. Providing the lead on data protection matters including provision of risk-based advice so that SCT fulfils its data protection obligations with particular - though not exclusive regard - for SCT's processing of personal client and donor data
2. Informing and advising SCT managers on obligations to comply with the GDPR and other data protection laws, including monitoring compliance with GDPR and other data protection laws, and SCT data protection policies, raising awareness of data protection issues, training staff and conducting internal audits
3. Providing the first point of contact for the ICO and for individuals whose data is processed, such as employees, volunteers, donors and clients, etc. [NB: SCT is registered with the Information Commissioner, and is also registered with the Fundraising Regulator, which has implemented the Fundraising Preference Service to enable individuals to opt out of communications from charities].

**Equality, Diversity and Inclusion:**

1. Keeping abreast of innovative EDI practices and promoting a culture of equality, diversity and inclusion throughout SCT
2. Maintaining reliable EDI monitoring information to enable accurate reporting of diversity profiles in recruitment, the workforce composition, and key points of the employment relationship.

**Other requirements:**

1. Work collaboratively with SCT Office Manager towards ensuring cover for urgent basic tasks in the case of HR Manager absence
2. Carry out all duties according to SCT policies and procedures
3. Contribute to targets and plans as agreed with the CEO whilst contributing to the HR planning process
4. Maintain the security of sensitive personal and other confidential information
5. Attend meetings and events with partners as required, which may include some out of hours work
6. Maintain a broad and detailed knowledge of the SCT's services and funding needs
7. Identify own and other's learning and development needs, liaising with the CEO and attending training seminars, courses and study days as appropriate
8. Undertake such other reasonable duties that may be required from time to time.

**Key relationships:**

SCT Senior Management Team

SCT managers

SCT Business Operations Manager

SCT Officer Manager

External HR consultancy (HR Solutions)

External HRIS provider (Breathe, provided via HR Solutions)

**Person specification**

**Essential criteria**

- CIPD qualified to level 5
- 4+ years demonstrable generalist HR Management experience or similar role types
- Demonstrable experience of working across multiple sites
- Excellent communication skills both in the written form and in person with the ability to adapt to all audiences
- Experience of presenting material to a range of audiences and report writing
- Excellent time management skills with the ability to prioritise own workload, deal with conflicting demands and work under pressure to meet tight deadlines
- The ability to work to a schedule of deliverables where requirements can change
- Strong analytical, problem-solving skills and methodical research skills with the ability to think creatively and strategically
- Excellent IT skills including MS Word, Excel, Outlook and PowerPoint with HRIS system experience
- A willingness to work flexibly and proactively and respond to the emerging needs of the charity and our supporters
- Ability to work across teams and departments in a collaborative manner and to proactively engage colleagues on projects and initiatives
- A creative, enthusiastic and motivated 'can-do' approach
- Sensitivity to the complexities of cross-cultural communication and able to sustain good working relationships across multiple sites and in person
- An empathy with the aims, objectives and activities of SCT.

**Desirable Criteria**

- Health & Safety qualified such as NEBOSH
- Previous experience in managing third party relationships
- Charity / third sector experience
- Experience of using Breathe HR
- CIPD qualified to level 7