

Title: People Manager

Accountable to: Director of People

Directly responsible for:

Volunteer Member Services Officers, People Administrator

Hours: 21 Hours per week

Location: Cardiff

Job Summary:

The People Services Manager is responsible for supporting the Director of People in the people management activity for St John Cymru Wales, covering employees and volunteers. This activity encompasses:

- Human resources
- Volunteer membership support
- Health & safety

The focus of the role centres on implementing people management strategy and managing the People Directorate team, procedures and processes.

The People Services Manager will ensure that operational activity in the HR and Volunteering teams runs smoothly on a day-to-day basis. This will include effective resource planning, recruitment, employee/volunteer relations, performance management, administration, training and development.

Core Duties:

- Reporting to the Director of People, the People Services Manager is responsible for ensuring the smooth running of the HR and Volunteer Member Services functions within St John Cymru Wales:
- Supporting the overall provision of people related operations and services, including but not restricted to:
 - Recruitment & selection
 - Remuneration, terms & conditions and benefits
 - Employee and volunteer relations
 - Change management
 - Equal opportunities and diversity
 - Health & safety
 - Working conditions
 - Welfare, wellbeing and health
 - Employee training & development
 - Talent manage and resource planning
 - Performance management
 - Time & attendance
 - Conduct and discipline
 - Volunteer membership support
- Managing the HR and Volunteer Member Services team
- Implementing robust People policies and procedures and processes
- Overseeing staff and volunteer recruitment, engagement, development and retention
- Overseeing employee and volunteer relations matters
- Advising on employment contracts and staff terms and conditions
- Supporting the development of a coherent People strategy and Workforce plans for staff and volunteers which are aligned with business goals
- Promote a positive health and safety culture, in line with good practice guidelines and statutory requirements
- Ensure strategic and focused reporting on People matters across the organisation together with high level reporting to the SMT and Board with recommendations for improvement
- Participating in project teams, whole organisation projects, internal working groups as required, including taking a lead role when required.

Person Specification:

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

Essential	Desirable
Education & Training	
<ul style="list-style-type: none"> Educated to degree level or equivalent 	<ul style="list-style-type: none"> Postgraduate qualification in HR or relevant subject Membership of CIPD – level 7 Suitable Health & Safety qualification
Experience	
<ul style="list-style-type: none"> Experience supervising and managing a diverse range of administrative staff 	<ul style="list-style-type: none"> Experience working with volunteers as well as with employees Experience working as a health & safety advisor Experience in a senior generalist HR role
Skills, Abilities & Knowledge	
<ul style="list-style-type: none"> Ability to lead and manage employees and volunteers with excellent people skills. Providing leadership and direction for the HR function: <ul style="list-style-type: none"> driving continuous improvement embedding a learning and motivated staff culture Good oral and written skills Facilitating change <ul style="list-style-type: none"> Encouraging innovation Implementing change Numerical and financial skills Sensitivity in handling confidential issues 	<ul style="list-style-type: none"> Knowledge of volunteer management good practice Knowledge of health & safety practice and legislation

Personal Qualities

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| <ul style="list-style-type: none">• Strong commitment to and interest in employee relations, development and communication• A high degree of confidentiality in interpersonal interaction• Strong commitment to the goals and vision of SJCW• Tactful with the ability to cope with difficult situations• Flexible, including being willing and able to work out of regular hours, and willing and able to travel• A commitment to fostering innovation in working practice | <ul style="list-style-type: none">• Keen to keep job knowledge and expertise up to date• A sense of humour |
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