

Head of HR

The Postal Museum

Following an extensive capital project, The Postal Museum opened to the public in July 2017. Offering two experiences in one, The Postal Museum exhibits the story of British postal history, while at Mail Rail visitors can board a subterranean ride on the old Post Office Underground Railway. Our new museum and attraction enables us to showcase the extraordinary stories from five centuries of one of the country's most iconic services, grow our educational charity work and fundamentally change the way we engage with our audiences. The Postal Museum welcomes around 170,000 visitors a year, along with a further 400,000 through our public events programme, digital and outreach offers. The Postal Museum and Mail Rail represents a significant addition to London's cultural landscape.

The Head of HR will be part of the Executive team, working with a staff team of around 95 people, with the opportunity to embed good practice and culture for our new museum.

Based: Central London

Salary: dependent on experience

Responsible for: Training and Development Manager, HR Administrator (part-time), Payroll Administrator (part-time)

Reports to: CEO

Contract: Full time, Permanent

PURPOSE OF THE JOB

- To lead the HR function of the organisation to the highest standards, helping to ensure organisational objectives are met and establishing a strategic and proactive HR team
 - To act as an active, effective member of TPM's Exec team, playing an important role in guiding the organisation through a time of change following the successful opening of the museum
 - To play a crucial role in helping set the standards, tone and behaviours of the organisation
 - To ensure that all policies and procedures are followed to the highest standard
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PERSON SPECIFICATION

QUALIFICATIONS

(Essential Criteria)

- Fully CIPD qualified (level 7, but would consider level 5 if working towards level 7)
- Or, qualified by experience at management level (or Business Partner level)

EXPERIENCE

(Essential criteria)

- Substantial experience of managing an HR function
- Experience of managing and implementing the full range of HR processes e.g. recruitment, performance management, employee engagement, disciplinary and grievance procedures, training, policies and terms and conditions of employment
- Experience of providing strategic HR support

(Desirable criteria)

- Experience of front facing customer teams as well as office-based teams

SKILLS/KNOWLEDGE

(Essential criteria)

- Proven ability to manage a broad range of employee relations matters
- Ability to direct and support departmental managers on aspects of people management
- Proven ability to maintain tact, patience and discretion under pressure
- Excellent written and verbal communication skills, including presentation skills
- Excellent problem solving and numerical skills
- Ability to manage time effectively and deal with conflicting priorities. Delegation skills
- Working knowledge of MS Office packages and excellent all-round IT skills
- Up to date knowledge of UK employment law and best practice

PERSON

- An influential and confident professional with the ability to work objectively, independently and impartially
- Enthusiastic, resilient and passionate about the success of the museum, modelling the behaviours and attitudes expected through the organisation
- Flexible, positive attitude and ability to work on own initiative
- An organised and proactive problem solver
- Approachable, tactful and polite
- A good delegator able to get the best out of their team

Managing a team of up to three, the role is offered with a degree of flexibility with regard to days and hours worked.

JOB DESCRIPTION (Key Responsibilities and Duties)

GENERAL HR FUNCTION

Lead the development of the overall HR function. Manage the day-to-day HR activities with the HR Administrator and Payroll Administrator to provide an excellent, efficient and effective HR service. Ensure a fair, transparent and consistent approach is followed which adheres to all legal requirements. Model the behaviours needed by the organisation at a time of change.

- Oversee the recruitment process end to end, delegating where appropriate, ensuring all relevant processes and statutory requirements are met and hiring managers are supported, proactively working towards fully inclusive recruitment practices in every campaign, advertising to a wide and diverse market, and helping to ensure that selection is free from bias and promotes equality
- Provide support to team leads during recruitment periods. Take a more hands on approach to senior appointments where necessary
- Manage a wide range of employee relations issues as they arise as well as acting to prevent negative issues arising or escalating through proactive support of managers and helping to improve staff morale and retention
- Oversee staff welfare and wellbeing, including managing/monitoring absence, making reasonable adjustments, health management and referral to occupational health
- Oversee the implementation of procedures and policies as: Data Protection, Recruitment policy and procedures, Disciplinary and dismissal procedures, Redundancy policy and procedures, Grievance procedures, Capability Procedures, Dignity and Respect at Work policy, Equal Opportunities policy, Performance Management procedures, Lateness policy, Absence policy and procedures, Family care policy etc). Ensure all aspects are fit for purpose as well as compliant and make adjustments as appropriate. Take a consistent and fair approach towards their practical implementation and assist the wider organisation in doing so
- looking ahead at potential changes in legislation and preparing new policy for that
- Oversee pensions and employee benefits as well as payroll, ensuring that the work done by the Payroll Administrator is carried out effectively ensuring that all statutory and contractual payments are made correctly.
- Establish a process for gathering employee feedback and reporting on outcomes to the Exec Team and Board as appropriate giving recommendations on how we can improve employee engagement
- Oversee our induction process for all new starters and exit interview process for leavers
- Manage the administration of the HR systems and ensure they are fit for purpose, particularly as the needs of the organisation change
- Ensure that all personal identifiable information (PII) is held securely and dealt with in the strictest of confidence following GDPR guidelines, ensure that our Privacy Statements are updated and communicated to all staff along with the Data Protection Policy. Keep a record of all data breaches and report to ICO as appropriate.

- Proactively coach managers in professional HR practice including giving feedback, handling difficult conversations, performance management etc.
- Manage HR related Communications throughout the organisation
- Work with the Estates Manager to provide a safe working environment, including the assessment of work stations.
- Put in place reporting of statistics such as workforce diversity profile annual and Gender Pay Gap Reporting
- Ensure all FOI requests relating to staff are dealt with promptly and accurate information is provided

TRAINING AND DEVELOPMENT

- Oversee all aspects of the work of the Training and Development Manager
- Work with the Training and Development Manager in ensuring the quality and content of staff work and development plans, capturing training needs to inform organisational training plans
- Oversee the coordination of an overall annual training plan for staff and volunteers.
- Work with Executive team and line managers to encourage a culture of proactive professional development maximising the benefit to the organisation
- Oversee all aspects of the use of volunteers within the organisation ensuring their contribution is valued and recognised by all

The post-holder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

WORKING HOURS

The working hours shall be 35 per week exclusive of meal breaks. These are flexible across the week and will be agreed in advance with the line manager, in line with The Postal Museum's policies. Some out of hours working will be required to support weekend openings on a scheduled rota, and this will be notified in advance. Time off in lieu will be awarded in line with The Postal Museum's policy. Variations of the hours can be made at the discretion of the line manager.

Deadline for applications: Monday 10 December 2018 at 9am.

Interviews will be held the week commencing Monday 17 December 2018.