



Registered Charity Number: 1045429

Office 73, 4th floor, Building 8, Vantage Point Business Park,
Mitcheldean, Glos. GL17 0DD

Phone: 01594 372 777 Email: admin@ticplus.org.uk Web Site: www.ticplus.org.uk

Job Pack

Job Pack: HR Manager (part time)

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

The closing date for applications: TIC+ are interviewing as applications come in

Interview: Mitcheldean H.O. – address below. Dates by arrangement

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

**Completed applications should be emailed to: rachel.chorlton@outlook.com
or sent by post to:**

Office 73, 4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD

Guidance Notes

Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Commitment to Inclusivity and Diversity

Here at TIC+ we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Keeping children, young people and families safe

TIC+ is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification.

We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared. Details of any criminal record should be submitted with your application form in a sealed envelope marked 'Confidential'.

The declaration section of the application form must be completed.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service;
- satisfactory references
- right to work check
- satisfactory health check

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email hr@ticplus.org.uk

Thank you for considering applying to TIC+

About TIC+

TIC+ is a charity established in 1993, and now reaches thousands of children and young people every year as well as offering support & advice to parents & professionals. We are passionate about ensuring that every young person has easy, prompt, independent access to appropriate support according to their needs. We want young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

We offer:

- Counselling – online, remote (video & phone) and face-to-face for children and young people
- Anonymous online helpline for children and young people
- Counselling support for young people with eating difficulties
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals

TIC+ has a head office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county.

Our Mission, Ethos and Values:

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."*

The Christian faith is not explicit in any of the services we provide. An outworking of our ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

Our Values:



Job Description: HR & People Manager (Part- time)

How this role contributes to the TIC+ Mission, Vision, and Values:

This is a brand-new role for TIC+; we have grown significantly as an organisation to a team of 110 staff, many of whom work part-time and peripatetically. To enable us to achieve our mission to give every young person someone to talk to, we are committed to growing and improving our HR and People functions. This is a varied role offering experience around recruitment practices, staff care and wellbeing, learning and development, and organisational change projects.

This role will suit an experienced HR generalist and subject matter expert who thrives on problem solving and trouble shooting. You will love collaborating to shape and define organisational culture and you'll be a strong people manager who understands the importance of nurturing and developing a motivated and high performing team to deliver an outstanding service.

To be considered you will require:

- Significant generalist HR experience and a CIPD qualification or significant relevant HR management experience, ideally gained in the Charity sector.
- The ability to lead proactively the development of equity, diversity and inclusion in HR processes and ways of working.
- Strong HR and business acumen, critical thinking and analytical skills, including using systems to streamline processes and inform change and improvements to HR service delivery.
- Experience in coaching, developing, motivating and building confidence in a team and encouraging collaboration.
- Excellent and up to date understanding of employment law and application of HR emerging best practice.
- An understanding of safer recruitment including DBS and declaration of criminal convictions processes

All roles at TIC+ will embody the Christian ethos and values of TIC+

Reports to:

Director of Operations (DirOps)

Responsible for:

HR & Operations Assistant (PT)

External Relationships: The HR Manager will be responsible, with the TIC+ team, for establishing and maintaining caring, professional, ethical and effective working relationships with service users and professionals from a wide range of organisations including the statutory and voluntary sector. The HR Manager will also have access to legal and professional advice and support from our outsourced HR resource.

Key Relationships

The HR Manager needs to develop strong working links with all staff within TIC+. Key points of contact will be:

- Senior Leadership team
- Team Leaders

Post:

The role is **part time**. The exact working pattern will be agreed with the successful applicant but is expected to amount to 22.5 hours per week worked across 3 days, Monday-Friday.

Place:

- The base for the post is Mitcheldean GL17 0DD.
- The successful candidate will
 - be required to travel to attend meetings and meet other external stakeholders.
 - not be required to work outside the UK.

Travel expenses will be paid for travel away from your normal place of work.

Use of vehicle

- The post requires you to hold a valid UK driving license.
- You are required to have the use of a vehicle to travel for work purposes.
- It is your responsibility to inform your insurance company that you use your car for work.

Terms:

- This post is twelve-month fixed term but is hoped to be made permanent subject to funding.
- There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.

The key objectives of the post are:

Work alongside the Director of Operations to develop the charity's HR & People function with the aim of ensuring all staff and team members feel engaged, supported and nurtured.

- To support the management of a range of HR functions including recruitment, staff engagement, absence and performance management, policy reviews and change processes, ensuring policies and procedures are followed consistently.
- Work with and support managers on best practice techniques for monthly one-to-one meetings and annual appraisals to ensure staff feel confident to openly discuss challenges as well as successes.
- To help support, develop and creatively promote a culture and attitude that actively embodies the TIC+ values, especially in recruitment, retention and reward of our TIC+ team.

Main

HR Services

To support the Executive Team through provision of a dedicated HR and People function. This will include:

- Providing advice and guidance to staff from across the organisation on a range of HR topics, including leadership on more complex issues.
- Being responsive to staff feedback and ensuring key themes are shared with the Leadership Team to enable continuous improvement of our HR and People functions.
- Supporting the delivery of quarterly and annual staff surveys.
- Working closely with the Director of Operations to develop and deliver bespoke workshops and coaching to managers, to improve understanding and interpretation of HR processes and best practice management.
- Conduct exit interviews with staff leaving the organisation and collate feedback for managers.
- Review the charity's raft of HR policies and procedures to ensure they remain in line with current HR law while promoting best practice; regularly review all HR policies and procedures, proposing new policies and procedures to the Director of Operations where appropriate; and ensure all policies are easily accessible to staff.
- Managing dispute and grievance procedures, alongside relevant managers.
- Attending performance, sickness, disciplinary, and grievance meetings, and supporting change management processes as required.

Information Management

To produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery and evaluation. This will include:

- Ensuring staff personnel files are maintained in line with GDPR requirements.
- Producing written reports in a variety of formats to meet the requirements of TIC+, external service providers and funders, including regular staff recruitment, retention, and sickness absence reports.
- Taking accurate minutes at a range of HR-related meetings including consultations, investigations and disciplinary hearings.
- Inputting and extracting information from staff information monitoring systems. Utilising other relevant software for the production of reports.

Other

To contribute positively and constructively to the development of the team, the charity and foster a strong culture based around the TIC+ values. This will include the below:

Workforce support and Line Management

- Providing line management to the HR team as it grows
- Overseeing development of HR team members

Continuing Professional Development

- Keeping informed of good practice and new legislation
- To undertake any training needs identified for professional and service development.
- To engage in continued professional development through undertaking training and partaking in other learning opportunities in line with professional organisational/membership guidelines.

Personal accountability

- To take part in own line management and performance review.
- The hours include your availability to take part in TIC+ leadership meetings during working hours.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Holidays:

5.6 weeks inclusive of public/bank holidays. In addition to this entitlement, we also gift all employees the days between Christmas Eve and New Year's Day excluding Bank Holidays. Additional holiday is accrued after one year, up to a maximum of ten additional days.

Rate of Pay: Whole Time Equivalent £38,000-£45,000 DOE (pro rata for part time employees)

Expenses:

Legitimate business expenses incurred as part of carrying out your job will be reimbursed.

PERSON SPECIFICATION

All of the roles at TIC+ are key to achieving our mission. While we will shortlist the most qualified people for the role, we ask everyone to describe how they believe they can meet the job description. If you think you could do the role, but don't have all the experience required, we would still love to see an application from you.

		Essential	Desirable
Qualifications and education	CIPD Level 5 or equivalent HR qualification. (D)		*
Knowledge and Experience	Professional experience in a HR manager or advisor role. (E)	*	
	Thorough and up-to-date knowledge of UK employment law and best practice, and the ability to apply to practical situations. (E)	*	
	Excellent verbal and written communication skills and the ability to deal tactfully, sensitively and confidentially with a wide range of individuals. (E)	*	
	Ability to form effective working relationships with colleagues at all levels of an organisation. Confidence to coach and challenge managers as appropriate. (E)	*	
	Experience of using IT systems (including knowledge of databases) to support the achievement of personal and collective work goals. (E)	*	
	A working knowledge of and commitment to Diversity & Equality as it applies to a supportive service and in the workplace (E)	*	
	Willingness to work flexibly in response to changing organisational requirement	*	
Personal Qualities	Values led with a personal commitment to equality, diversity, social justice and change.	*	
	Willing to support the Christian ethos and the aims and objectives of the charity	*	
	A strong personal interest in and commitment to the mental health and wellbeing of children and young people.		*
	Have excellent interpersonal skills, and the ability to build strong collaborative, supportive working relationships with staff team and external partner agencies	*	

	Highly organised and structured approach to documentation and record keeping.	*	
	Demonstrates reflexivity and resilience when responding to challenge, change and complex or difficult situations	*	
	Have the ability to work on own initiative and regulate own workload.	*	
	A demonstrable commitment to personal growth and development.	*	
	Ability and willingness to travel as required	*	
	Resilient; able to model good self-care.	*	