

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>HR MANAGER</b>
<b>HOURS:</b>	<b>Part time - 27 hours per week</b> <b><i>Working across 3 weekdays; one of which will be Friday</i></b>
<b>RATE OF PAY:</b>	<b>Dependent on experience and qualifications</b>
<b>LOCATION:</b>	<b>Totton, Southampton, Hampshire, United Kingdom</b>
<b>RESPONSIBLE TO:</b>	<b>Managing Partner</b>

#### **Job Summary:**

The purpose of the role is to:

- Manage the performance and direction of the HR function, ensuring HR systems and policies are in place to comply with employment law. You will work directly with the Managing Partner, GP Partners and Managers on areas of human resource to meet the needs of the business now and in the future.
- To carry out all duties in a professional manner and adhere to all New Horizons Medical Partnership practice protocols, policies and guidelines at all times.

#### **Person Specification:**

- Minimum CIPD qualified (level 5)
- Strong leadership skills to guide an HR Team and support and motivate staff
- Excellent and open verbal communication skills to engage with people at all levels of the organisation
- Proficient in using MS Word/Excel/Outlook and happy to take on board new IT systems
- Extracting and using data from IT systems
- Excellent written skills with ability to draft policies, procedures and reports
- Ability to self-motivate, organise and prioritise workload to meet deadlines
- Ability to use own judgment and common sense
- Ability to work independently as well as part of a team
- Ability to plan and think on a strategic level
- Background of working in a senior role within an HR function
- Experience in advising and managing grievance and disciplinary investigations
- Experience of using recruitment and staff retention methods
- Experience of applying UK employment law
- Experience of drafting and / or applying HR policies and procedures
- Working accurately under pressure, whilst remaining calm and courteous
- Good general level of education
- Access or vehicle and/or ability to visit between surgeries

#### **Duties and Responsibilities of the post:**

The duties and responsibilities to be undertaken by members of the HR team are varied and will differ from time to time under the direction of the Managing Partner / Partners, dependent on current and evolving Practice workload and staffing levels:

- To be a point of contact for the New Horizons Medical Partnership Management Team members to seek further advice on complex matters
- Working with managers and partners to develop and deliver HR strategies
- Manage HR team members in respect of all recruitment duties
- To develop career pathways for employees within the business
- Succession planning
- Ensuring all HR tasks are GDPR compliant and resolve issues arising
- Ensure that all Information Governance and Data Management legislation relating to staff are met

- Liaise with the Managing Partner over necessary changes to the Employee and Applicants Privacy Notice
- Guiding managers through disciplinary and grievances procedures
- To manage the New Horizons Medical Partnership Annual Appraisal process
- To create and maintain staff policies, protocols and staff handbook
- Researching and making contractual changes which may involve staff consultations
- Undertaking staff surveys or audits necessary to own work and HR strategies
- Delivering core HR advice on a range of subjects; workforce, equal opportunities, terms & conditions
- Employee relations; arrange and chair all practice team meetings, manage communications such as staff newsletter, employee voice group, engagement, posters etc.
- Analysing data for workforce planning, turnover, labour market etc.
- To manage staff absence
- To support line managers with performance management and appraisals and associated documents
- Work with all Partners to create and develop wellbeing initiatives; events etc.
- To liaise with Practice GP trainers and the Deanery to ensure efficient and professional management of the trainee doctors on placement with the practice
- Maximise use of software to streamline HR activities including staff check in systems
- Responsible for Wellbeing and Staff Development budgets
- To liaise with counterparts in the Primary Care Network where necessary to achieve common objectives
- If required provide advice and assistance in HR Manager function to the Totton PCN team
- Adopting and disseminating the New Horizons Medical Partnership values in all areas of work

#### **Behaviours in line with the New Horizons Medical Partnership values:**

- Excellent communication - to cement relationships, keep people informed and reduce errors
- Consistent collaborative working - by working together we can have a greater learning and sharing of knowledge, resource and expertise
- Effective decision making - a person must be able to consider the outcome and impact of options; based on all these items they must then determine which option is the best for that situation
- Taking responsibility - ownership for the quality of the performance delivered, whether in individual areas of work or as a team or whole practice. It is each person's own responsibility for the quality of performance in their role
- Self-development - there should be an enthusiasm and responsibility to develop self and others through knowledge, skills and behaviours that add value to the patient experience and performance of the practice
- Excellent leadership and management to ensure all employees have clear direction, know what is expected of them, are supported and valued, are confident in delivering the best quality service

#### **Training:**

Post holders will be encouraged and supported to undertake any training required to ensure appropriate role development.

- To maintain skills and any certification required for all aspects of role
- To attend all training as required e.g. Fire Lecture, Resuscitation update, Safeguarding, Data Security Awareness and Manual Handling; this is not an exhaustive list
- Any other training that may be deemed necessary from time to time to carry out the role

#### **Personal / Professional Development:**

The post holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and /or professional development
- Share best practice with others who are undertaking similar work

#### **Confidentiality:**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential

- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

#### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

#### **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights

#### **Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

#### **Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

#### **Contribution to the Implementation of Services:**

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audits where appropriate

*This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be changed after consultation with the post holder. The employee shares with the employer, the responsibility for review and modification of duties. Suggestions and discussions are welcome.*

*The way tasks are executed is of paramount importance, both in the staff acceptance of the Post Holder's managerial status and to the smooth running of the Practice.*