OPEN Youth Trust
Human Resources Manager - Role Profile
May 2019

Main Place of Work/Location: 20 Bank Plain, Norwich, NR2 4SF
Responsibilities: To manage the HR function at OPEN Youth Trust
Responsible to: Head of Finance

About the Trust
OPEN is a multi-purpose venue, in the heart of Norwich, committed to delivering world class live music and outstanding conference facilities, which funds OPEN Youth Trust, a charity that provides opportunities that make a positive difference to the lives of young people in Norfolk.

About the Role
Part-time - 20 hours per week to suit the needs of the Trust and the successful candidate.

Being an ambassador for the Trust, you will have the opportunity to make a difference every day by working closely with the existing team. You must be a highly organised individual with the skills and experience to manage a growing HR function that supports and frees up the senior management team to focus on generating commercial revenue streams, building towards the charity’s aim of becoming self-sustainable. You will be an excellent communicator with an ability to balance staff welfare with robust management of policies and procedures.

Salary and benefits
£25-£30k pro-rata (depending on experience)
Pension and private health scheme after probationary period
20 days annual leave plus statutory holidays

Competencies, Skills and Experiences

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<td>HR professional with relevant qualifications</td>
<td>Charitable affiliation</td>
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<td>Knowledge of current employment law</td>
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<td>Familiarity with recruitment and contracts</td>
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<td>Skills to write and adapt policies and procedures</td>
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<td>Ability to work as part of a management team</td>
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<td>Strong Microsoft Office and communication skills</td>
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<td>Self-motivation</td>
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Main Purpose of the Role
• To manage the human resource function for a growing number of full time and part time staff (currently 48) ensuring an available bank of casual bar and catering staff to reduce agency costs.
• To oversee the recruitment and induction process.
• To review and update all employment procedures and policies.
• To manage the administration of the human resource function.
• To work with the management team to ensure the retention, well-being, career development and training of staff, whilst reinforcing the Trust’s policies and procedures.
• To work closely with our legal advisers to ensure that OPEN minimises employment risks whilst displaying all the characteristics of a good employer, against a background of budgetary control.
Detailed Responsibilities

- Advise managers on the terms and conditions of employment and share best practice with them.
- Develop HR policy and procedures to drive performance, mitigate disputes and align strategy with business goals.
- Ensure that OPEN as a great place to work, protecting the welfare of its employees, whilst implementing and maintaining robust policies and procedures.
- Provide first line advice on current and existing benefits for employees and managers.
- Lead the recruitment process with the relevant line manager – writing job descriptions, placing advertisements, processing applications forms, shortlisting, joint interviewing, managing appointments and processing contracts, references and DBS checks.
- Continuously monitor and review HR policies and procedures, implementing changes and updating contracts and the staff handbook where necessary.
- Participate in the implementation of specific projects, procedures and communication to help align the workforce with the strategic goals of the organisation and support change management.
- Implement a learning and development strategy and budget to include inductions, vocational training and leadership development.
- Ensure that employees are aware of the benefits of our wellbeing package with Westfield Health.
- Manage employee relations by scheduling key dates for probationary reviews and appraisals, whilst advising management on dispute resolutions, disciplinaries, grievances, absence, retirement and redundancy.
- Create a retention strategy, incorporating talent management and succession planning.
- Ensure that employee details are updated as and when necessary and that all HR administration and correspondence is undertaken in an efficient manner.
- Work with the Head of Finance and CEO on annual salary, NI and pension budgets and with the Finance Dept to ensure accuracy of information for payroll runs.
- Liaise with the Trust’s legal advisers, using the Employmentor scheme and ad hoc professional services as necessary.

Over and Above

- Every day try to add to the team culture, making sure others feel supported and enjoy the benefits of your valuable professional skills and experience.
- Role model our core values of Passion, Respect, Community, Diversity and Inspiration.
- Sometimes you’ll be asked to carry out other duties and responsibilities of a similar professional nature to those described above.
- Most of all enjoy your work because your efforts are making a positive long-term difference to the lives of many young people in Norfolk as every penny of profit made goes directly to their benefit.

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

How to Apply
If you want to make a positive difference, help secure financial self-sufficiency and sustainability for the Trust and are able to work in innovative ways, visit our website www.opennorwich.org.uk to download an application form or pick one up from the venue’s Box Office.

Applications must be made by email only. Please send a completed application form and covering letter to hr@opennorwich.org.uk by 5pm on Friday, 7 June 2019.

Successful candidates will be invited to attend interviews during the week commencing 10 June and any job offer will be subject to a Disclosure & Barring Service check and references.

For further information about the role please email Claire Atkinson, Head of Finance claire.atkinson@opennorwich.org.uk