

1. Job details	
Job title	Regional HR Manager
Salary band	Band 3
Accountable to	Head of Human Resources

2. Job summary
The Regional HR Manager(RHRM)'s role is to help managers do a better job of managing their people. They do this by leading a team of HR Advisors who support volunteer and employee managers with all the core people processes – recruitment, selection, induction, PDR/VDR, discipline and grievance etc.

3. Main duties and responsibilities	
1	The RHRM supports all managers with employee and volunteer issues based in the region and works with the Regional Director(RD) to develop the people plan for the region.
2	Work with colleagues in the HR Administration centre to ensure all employee and volunteer records are accurately maintained.
3	Support the effective working of SJA's matrix organisation, intervening as appropriate to improve inter-departmental working
4	Manage the HR Advisor(HRA)'s making sure that they are able to provide excellent support and enhance the competence of the managers within their remit.
5	Ensure that the "one way" HR processes are applied across the board.
6	Support managers in the region in improving the volunteer/employee experience and, in doing so, improve employees' and volunteers' experience at SJA.
7	Assist in the identification and development of talent within the region.
8	Carry out, either personally or through the HRAs, HR case work including disciplinaries and grievances.
9	Ensure that employees and volunteers are recognized for their successes and that successes are celebrated.
10	As part of the leadership team, contribute to the development of HR policies and practices on a national level.
11	Ensure that SJA's core people processes such as PDR/VDR, recognition, learning and development, 1-2-1s and performance management are effective and in line with SJA's culture and values.
12	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post holder.

4. 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 in the job description) and forms the basis for selection.

Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	

Education and qualifications

5 GCSE's at Grade C or above, including Maths and English	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Business Administration qualification or significant business training	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
HR qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
Further or higher education or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form

Experience

Experience of working in a service/customer focussed environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of leading teams	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working with volunteers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of dealing with HR processes and complex issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of managing change programs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview

Skills, knowledge and abilities

Excellent communication and influencing skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Skills in performance management, discipline and grievance, recruitment and selection, etc	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to deal with difficult people issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Knowledge of SJA organisation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills in coaching and feedback	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
Ability to work as part of a geographically dispersed team and on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Demonstrable problem-solving skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview

Motivation

Willingness to embrace change, be flexible and adopt new methods of working	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able and willing to work flexible hours and travel as required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR	Date of preparation: 31/10/17
--------------	-------------------------------