

Job Description

Job Title:	HR Manager	Grade:	SLT
Department:	People Team	DBS Required:	Enhanced
Reports To:	Director of People and Resources	Location:	Harborne
Contract Type:	Permanent	Hours Per Week:	35

This job description is non-contractual and does not form part of your contract of employment. It is not intended to be exhaustive and is provided for guidance only. Due to changing nature and priorities you will, from time to time, be required to undertake other responsibilities of a similar nature that fall within your capabilities. Focus retains the right to change the job description or job title at any time.

Management Responsibility (delete if not applicable)

Direct Reports:	HR Generalist x2
Indirect Reports:	Volunteers
Budget Responsibility	Yes

Purpose of Role

As HR Manager at Focus Birmingham, you will play a pivotal role in shaping and leading people related strategies, ensuring our people practices support our mission to make a real difference to people with sight loss and complex needs. You will lead the People Team and work collaboratively across the organisation to create a positive, inclusive and high-performing culture, while embedding effective systems, processes and policies. The People Team are also responsible for the recruitment, induction, engagement, and ongoing support of volunteers across the organisation, ensuring they are valued and equipped to contribute effectively.

You will have the ability to analyse and to think through complex challenges, deliver appropriate solutions and understand the strategic agenda. You will

continually look for and implement best practice/changes that add value and increase people engagement.

You will work closely with the Director of People and Resources on the People strategy of Focus Birmingham.

Key Outcomes of the Role

1. A clear, compliant, and values-led people framework is embedded across Focus Birmingham

HR strategies, policies, and practices are consistently applied, legally compliant, and aligned to organisational strategy and values, enabling managers to manage people confidently and fairly while protecting the charity's reputation.

2. Managers are confident, capable, and supported to lead their teams effectively

Managers across the organisation are coached and supported to handle performance, wellbeing, employee relations, and development conversations well, with reduced escalation, improved decision-making, and timely resolution of people issues.

3. A positive, inclusive, and engaged workforce is developed and sustained

Employee and volunteer engagement, wellbeing, and inclusion are actively improved through evidence-based initiatives, resulting in improved retention, stronger organisational culture, and positive engagement feedback.

4. High-quality recruitment, onboarding, and volunteering experiences attract and retain diverse talent

End-to-end recruitment, onboarding, and volunteer processes are inclusive, efficient, and effective, ensuring Focus Birmingham attracts, welcomes, and retains skilled employees and volunteers who reflect and support its mission.

5. Performance, capability, and talent are developed to meet current and future organisational needs

Performance management, learning and development, succession planning, and talent initiatives are embedded and effective, ensuring individuals and teams perform to a high standard and the organisation is well-prepared for future challenges.

6. HR operations and data enable informed decision-making and continuous improvement

HR systems, processes, and reporting provide accurate, timely insights that inform leadership decisions, demonstrate impact, support audits and compliance, and drive continuous improvement across people practices.

These outcomes will be measured through organisational performance indicators, engagement data, audit outcomes, feedback from managers and employees, and delivery against agreed people plans.

Key Responsibilities

HR Strategy and Leadership

1. Lead and contribute to the development and implementation of organisational people strategies, ensuring alignment with overall organisational objectives and promoting best practice across all areas of People Team activity.
2. Use data and insights to shape decisions, measure and improve business performance.
3. Champion a positive, inclusive, and values-led culture.
4. Build, develop and maintain effective working relationships by engaging and influencing key stakeholders on identified HR activities processes and projects and their decision making process
5. Effectively coach managers to ensure they are suitably equipped to manage people-related matters by providing a range of options and assess levels of risk, in order to minimise escalation and protecting the charities reputation.
6. Identify and implement people initiatives to support departmental aims and wider charity culture, whilst ensuring alignment with relevant strategies, policies UK legislation, governing bodies, best practice.

Employee Relations

1. Provide confidential, comprehensive and effective guidance and support on complex employee relations issues using a business partnering approach
2. Proactively manage a varied caseload, keeping key stakeholders updated and providing best practice support
3. Ensure fair and consistent application of policies and procedures.
4. Keep up to date with employment legislation and advise on changes.

Recruitment and Onboarding

1. Oversee end-to-end recruitment processes, working with managers to attract and retain diverse talent.
2. Ensure effective, inclusive, and legally compliant recruitment practices.
3. Lead onboarding and induction programmes that support new starters' integration.
4. Ensure that Focus has an active programme of recruiting volunteers.

Performance and Development

1. Proactively drive the performance management and appraisal process, including; delivery of training, coaching managers, effective objective setting, performance conversations and role profile reviews. Be an advocate for the achievement of high standards to deliver overall strategy across departments through progress reporting and challenging colleagues where required.
2. Work with managers to identify learning and development needs.

Policies and Compliance

1. Maintain and update HR policies in line with employment law and best practice (ACAS/CIPD).
2. Ensure GDPR and data protection compliance for employee data.
3. Demonstrate commitment to Safeguarding by adhering to relevant policies, procedures and values relating to safeguarding children and adults at risk

HR Operations

1. Oversee HR administration and ensure quality of work and service provided to managers, volunteers and employees.
2. Produce reports on HR metrics (e.g. turnover, sickness, diversity).
3. Manage HR budgets where required.
4. Continuously review and make recommendations to improve current HR processes.
5. Ensure compliance with relevant audits

Engagement

1. Develop and implement recognition and reward initiatives which acknowledges and celebrates the Focus workforce (paid and voluntary).
2. Lead on the implementation and overall action plans from engagement.
3. Oversee the implementation of the wellbeing strategy and suggest initiatives based on feedback and data.

Equality, Diversity & Inclusion

1. Embed EDI into all HR practices.
2. Support initiatives to build an inclusive and equitable workplace.

Learning and Development

1. Develop People Plans to support the overall delivery of departmental strategy and performance requirements including planning, growth, development and succession of internal talent.
2. Support the delivery of learning and development activities across the charity.
3. To lead and ensure the development of organisation-wide programmes that develop talent, leadership, engagement, team building, coaching and mentoring in order to support a culture of openness and continuous improvement.
4. To devise, implement and oversee Focus' qualification framework utilising funding streams.
5. To deliver appropriate training packages

Volunteering

1. Oversee the implementation of the Volunteering strategy.
2. Oversee and support the People Team in delivering volunteer recruitment, induction, engagement, and retention processes, ensuring an excellent experience for all volunteers.

Person Specification

Essential

- CIPD Level 5 qualification
- Successful track record in the leadership of people and teams including line management
- Proven experience of providing Generalist HR advice and guidance to Heads of Department and Line Managers across a varied casework
- Proven ability to liaise and build successful relationships with a range of stakeholders at all levels by demonstrating personal credibility.
- Thorough knowledge of HR policies, practices and employment law
- Experience of delivering a Business Partnering service to a customer facing client group in a fast paced and demanding environment
- Experience of producing high level management information reports to inform management decision making
- Proven experience of working autonomously and as part of a wider team

- Ability to work accurately, with close attention to detail
- Proactive self-starter who acts with a high level of integrity
- Demonstrable ability to challenge and influence at all levels
- Proven ability to use own initiative and make recommendations for improvements to processes
- Strong organisational skills and an ability to multi-task and prioritise effectively
- Demonstrable experience and awareness of using sensitive and confidential personal information and data
- Ability to successfully manage and resolve conflicts, often in highly emotive and sensitive situations.
- Proven experience of project management in a HR environment and taking a lead role on driving key HR themes across the organisation (e.g Employee Experience, EDI, Wellbeing, Employee Relations)
- Demonstrable experience of coaching line managers and employees in HR procedures and practices
- Ability to inspire, motivate and develop others to achieve transformational change
- Demonstrable experience of delivering mediation in a similar environment
- Some knowledge of payroll administration

Desirable

- CIPD Level 7 Qualification
- To have and understanding of sight loss and other complex disabilities
- Experience of working with volunteers.
- Clear understanding of the relevant guidance, legislation and regulation regarding support for people with disabilities (e.g. Care Act, Adult Social Care Outcomes Framework, Safeguarding Vulnerable Adults).

Standard Requirements of all positions

All employees are expected to:

1. Be flexible in their duties and responsibilities and may be asked to perform other duties which reasonably correspond to the general character of their job and level of responsibility.
2. Promote and safeguard the welfare of adults and children at risk

3. Maintain confidentiality of data and information that is sensitive to the Organisation, in line with policy and GDPR
4. Maintain personal and professional development activities to meet the changing demands of their role
5. Ahere to all Focus policies
6. Take a proactive approach to managing their own and others Health and Safety in line with requirements and Focus procedures.

Equality, Diversity and Inclusion

At Focus Birmingham, we are committed to equality, diversity and inclusion. We value the unique experiences, perspectives and strengths that people bring and believe this makes our organisation stronger. We welcome applications from people of all backgrounds and are committed to creating a workplace where everyone feels respected, included and able to thrive.