

Position: HR Manager

Reports to: Head of Finance and Operations

Location: Hybrid arrangement

Contract: Full-time, 1 year FTC

Salary: £50k

Start Date: May 2025

Purpose

We are seeking an experienced and people-centred HR Manager to lead the development and delivery of our HR strategy, policies and operations. This newly formalised role will ensure best practice across the employee and associate experience – from recruitment through to development, retention and offboarding – while playing a central role in shaping our culture and workforce resilience.

The role combines traditional HR operations with progressive people practices, offering the opportunity to contribute to meaningful organisational development, inclusion, and wellbeing initiatives.

Key Responsibilities

HR Operations & Systems

- Lead and manage day-to-day HR operations, ensuring compliance with employment law and safeguarding standards.
- Oversee implementation and management of the HR system, ensuring records are accurate, secure, and GDPR-compliant.
- Manage contracts and documentation, including offers, changes to terms, promotion and probation letters, and offboarding.

Recruitment, Onboarding & Offboarding

- Coordinate inclusive, values-aligned recruitment for both staff and associates.
- Maintain structured onboarding and induction processes for employees and associates.
- Lead offboarding processes including exit interviews and knowledge capture.
- Maintain clear documentation and checklists for onboarding/offboarding.

Employee Relations, Policies & Compliance

- Provide advice and support to staff and managers on people-related matters.
- Manage and review policies related to HR, safeguarding, inclusion, and hybrid working.
- Lead on grievance, disciplinary, misconduct and performance improvement procedures.

Learning, Development & Competency Frameworks

- Develop and embed competency frameworks to support career development and role clarity.
- Coordinate L&D activities, aligned with team needs and organisational priorities.
- Lead on planning and delivery of our Annual and Mid-Year Summits.
- Support line managers with development conversations and performance appraisals.

Performance, Probation & Promotion

- Coordinate the performance and development cycle, including probation reviews, check-ins and appraisals.
- Ensure timely and accurate communication and documentation for promotions and pay reviews.

Organisational Development & Inclusion

- Contribute to organisational development goals, including change initiatives and workforce planning.
- Promote and embed EDI principles in recruitment, policy, learning and everyday culture.
- Coordinate the Line Manager Forum and provide tools and support for effective people leadership.

Culture, Wellbeing & Engagement

- Lead mental health and wellbeing initiatives that support a psychologically safe workplace.
- Signpost staff to internal and external support, including any Employee Assistance Programme (EAP)
- Develop wellbeing initiatives and provide signposting to internal and external support.
- Coordinate engagement activities such as staff surveys, internal events, and peer recognition.
- Foster a culture of inclusion, belonging and psychological safety aligned to IU values.

Payroll, Benefits & Benchmarking

- Liaise with the Finance team to support accurate and timely payroll processing.
- Contribute to salary benchmarking and benefits reviews.

HR Data, Insights & Risk

- Use HR system data to produce dashboards and insights to inform leadership decisions.
- Track and report on metrics such as turnover, diversity, engagement, and resourcing.
- Identify and manage people-related risks and contribute to the organisational risk register.
- Undertake any other reasonable duties as required by Senior leadership team, in line with the roles purpose and responsibilities.

Key Projects

- Implementation of a new HR system
- Creation and embedding of competency frameworks
- Refresh of probation and promotion processes
- Formalisation of associate onboarding and offboarding
- Annual and mid-year summits coordination
- Development of staff handbook and policy library
- Workforce planning and HR insights for strategic decisions
- EDI integration and inclusion improvement planning

Person Specification

Essential:

- CIPD Level 5 qualified (or equivalent experience)
- Proven experience as an HR generalist or people and culture lead
- Strong understanding of UK employment law, HR compliance and best practice
- Experience leading recruitment, onboarding, L&D and employee relations
- Experience handling performance, grievance, disciplinary and misconduct processes
- Excellent communication, organisation and emotional intelligence
- Skilled in using HR systems and generating people insights

Desirable:

- Experience in a social enterprise, non-profit or values-led organisation

- Familiarity with associate/freelance workforce models
- Experience coordinating safeguarding or safer recruitment processes
- Knowledge of organisational development and change principles