

JOB DESCRIPTION

Job Title: HR Manager
Reporting to: CEO
Team: CEO Hub

About London Chamber of Commerce and Industry

London Chamber of Commerce and Industry (LCCI) is the voice of London business and the premier sounding-board for engagement with businesses in the capital. As the capital's largest independent business network, we enable businesses to work together in order to prosper individually and contribute to the collaborative economy of London, and ultimately to that of the UK.

We help to create and maintain London's position as the world's most dynamic, connected, equitable and sustainable city in which to work, live, and visit. We promote and support London not just as a large full-spectrum economy and as capital of the UK, but as a global city responsible for the defense of free and fair trade and the promotion of peace.

About the team

HR Manager sits within the CEO's Hub. It is a stand-alone role, with shared administrative support from an Operations Co-ordinator.

Purpose of the role

HR Manager is responsible for developing and implementing HR initiatives aligned with the overall business strategy and for running the day to day HR operational activities. The role will be key in supporting LCCI towards becoming a learning organisation and embedding a growth mindset into the culture.

Key Responsibilities

HR Adviser

- Build strong working relationships with managers at all levels to enable a business partnering and cross-Chamber approach to the full range of HR issues including policies and procedures, reward and recognition, performance and talent management
- Keep up-to-date with employment law to ensure informed and practical advice
- Monitor employee data, analyse and implement strategies to address any issues or exploit any positive trends
- Contribute to HR strategy

Recruitment and Induction

- End to end management of recruitment to middle management level
- Plan and manage Chamber-wide induction process and continuous improvement
- Monitor turnover and implement recruitment/retention strategies as appropriate

Employee Relations

- Manage all ER cases including grievance and disciplinary, flexible working, absence management, performance and capability, redundancies, restructuring

Performance and Talent Management

- Manage the PDR cycle and make recommendations for talent management strategies
- Monitor and analyse the implementation of PDR and Talent approach ensuring constant review and improvement
- With both senior and operational managers introduce processes that adequately manage and reward talent and support development plans
- Introduce initiatives to improve employee engagement and recognition

Training and Development

- Devise an LCCI training programme in line with appraisal reports and organisational and personal objectives
- Deliver and monitor the effectiveness of training and its impact

Reward and Benefits

- Instruct monthly payroll changes to the Finance Team
- Manage the LCCI employee benefits package and re-broker as appropriate
- Manage the annual salary review process

Systems

- Ensure the HR system (CIPHR) is up-to-date and implement improvements where appropriate
- Ensure HR contribution to LCCI Community platform, CRM and other LCCI systems
- Contribute to development of the intranet

Future work activities

Organisational Development

- Work with SLT and OMT to maximising value gained from the Chambers resources.
- Ensure that all HR activity focuses on the Chambers strategy, goals and core purpose.
- Ensure that HR practices are developed in a way that uses research-based insights and scientific understanding of how and why people behave the way they do.
- Aim to embed a culture of continual improvement.
- Ensure that processes and culture are developed to encourage a growth mindset in individuals, teams and the organisation as a whole.

Budgets

- Write and manage HR budget and LCCI salary budget

General Responsibilities

- Resolve service delivery issues and complaints quickly and effectively in accordance with Chamber policy, recommending improvements and escalating where appropriate.
- Ensure processes and activities are fully compliant with Chamber protocols and legislation including data protection and marketing communications.
- Reflect the LCCI's values, setting high levels of professional performance and behavioural standards for the team members and leading by example, always seeking continuous improvement.
- Demonstrate flexible and adaptable approach to business needs at any given time.
- Work with the Senior Leadership Team and Operational Management Team to create a motivated, respected and highly knowledgeable team of professionals focussed on overall success of the team and the Chamber.
- Undertake any other duties as requested by the CEO.

Person Specification

Qualifications and Experience

- Proven success in an HR generalist role, ideally CIPD qualified
- Strong working knowledge of UK employment legislation
- Proficient with Microsoft Office

Experience

- Cross-organisational recruitment and selection
- Implementation of performance and talent management strategies

Skills and abilities

- Influencing at middle and senior management level
- Manage multiple yet conflicting priorities with accurate and personable execution
- Excellent communication skills both written and verbal with the ability to get point across clearly and succinctly
- See the bigger picture and maintain focus
- Solution seeking
- Attention to detail
- Negotiation and influencing skills
- Commercial awareness

Approach

- Ability to see situation from all aspects
- Risk aware
- Flexible, self-motivated and able to motivate others
- Ambitious and positive approach to business success – can do attitude
- Fair and equitable
- Collaborative and team player