JOB PROFILE

Job Title: HR & Admin Manager
Location: London or Cardiff (with travel expected to both)
Reports to: Director of Finance & Operations
Budget Responsibility: Yes
Line management responsibility: Yes (2 x Admin Assistants)
Child Safeguarding Level: 1

ABOUT US

Overview
We are Elrha. A global charity that finds solutions to complex humanitarian problems through research and innovation. We are an established actor in the humanitarian community, working in partnership with humanitarian organisations, researchers, innovators, and the private sector to tackle some of the most difficult challenges facing people all over the world.

We equip humanitarian responders with knowledge of what works, so that people affected by crises get the right help when they need it most. We have supported more than 200 world-class research studies and innovation projects, championing new ideas and different approaches to evidence what works in humanitarian response.

Our Programmes
Elrha has two successful humanitarian programmes; Research for Health in Humanitarian Crises (R2HC) and the Humanitarian Innovation Fund (HIF).

R2HC:
The R2HC programme aims to improve health outcomes for people affected by humanitarian crises by strengthening the evidence base for public health interventions.

This globally recognised research programme focuses on maximising the potential for public health research to bring about positive change in humanitarian response and helps inform decision making in humanitarian response.

Since it was established in 2013, it has funded more than 50 research studies across a range of public health fields, bringing together researchers and humanitarian practitioners to undertake vital research.

The HIF:
The HIF programme improves outcomes for people affected by humanitarian crises by identifying, nurturing and sharing more effective, innovative and scalable solutions.

The HIF is a globally recognised programme leading on the development and testing of innovation in the humanitarian system. Established in 2011, it was the first of its kind: an independent, grant-making programme open to the entire humanitarian community. It now
leads the way in funding, supporting, and managing innovation at every stage of the process.

The HIF’s portfolio of funded projects has informed a more detailed understanding of what successful innovation looks like, and what it can achieve for the humanitarian community. This work is leading the global conversation on innovation in humanitarian response.

OPERATIONAL CONTEXT

Elrha is a charity and wholly owned subsidiary of Save the Children. It is accountable to its Board of Trustees and benefits from core services provided by Save the Children UK.

JOB PURPOSE

This is a newly established position as a result of our organisational expansion. Reporting to the Director of Finance & Operations, the HR & Admin Manager will be accountable for managing the expanded responsibilities of the HR & Admin function at both an operational and strategic level. As a member of the Senior Management Team (SMT), the role will provide expert professional advice and support to the senior leadership team and employees on all aspects of HR including organisational culture and strategic change, staff development, employee relations, recruitment, reward and recognition, people management and guidance and support on HR matters and employment law. A priority for this role initially will be the development of HR policies, procedures and strategies to support Elrha’s growth and organisational change. This role will also line manage Elrha’s admin team (currently two staff members) and undertake all responsibilities associated with that function.

KEY ACCOUNTABILITIES

Strategic

- Develop and implement HR strategies to support the delivery of Elrha’s Strategic Plan.
- Assist the SLT in developing a robust organisational structure and culture while still maintaining Elrha’s values.
- Ensure appropriate staff data is recorded and maintained to make informed management decisions.
- Monitor HR trends throughout the organisation and provide management information on Key Performance Indicators to senior management as appropriate.
- Manage and improve admin processes to effectively support the wider Elrha team and governance structure.

People Management

- Establish Elrha’s own HR policies and procedures.
- Provide line managers and staff with guidance on HR policies and procedures and employment law.
- Support line managers with recruitment, retention, employee relations, reward and absence management.
- Supervise the admin team to ensure that recruitment, onboarding and induction processes run smoothly.
- Manage the onboarding, induction and leaver processes: including staff vetting, the issuing of contracts and exit interviews for all employees.
- Develop a minimum mandatory Elrha induction programme for new staff.
- Establish a learning and development programme for all levels of staff and maintain a central training record which facilitates the regular review of training progress.
- Support the identification and development of clear progression pathways for talented staff across the organisation.

**Performance Management**

- Coach and mentor managers to develop their own line management capabilities. This will include training on cascading organisational objectives, conducting performance reviews and advising on learning and development plans.
- Monitor and review the performance management system and continually develop as necessary.
- Support line managers to manage and conduct disciplinary and grievance cases when they arise.

**Internal Communications**

- Provide regular communications to employees on HR policies and updates. Ensure managers and team members are aware of Elrha’s policies and procedures and can operate them effectively.
- Keep up-to-date with legal developments and advise management on compliance and risk matters. Provide regular communications to all employees on changes or updates to employment law or HR best practice.

**Budget & Payroll Oversight**

- Contribute to the management of staffing, learning and development and recruitment costs (including the benchmarking of existing and new posts).
- Assist the leadership team in reviewing the current reward and recognition programme, advising on the introduction of new benefits and updating current benefits.
- Support the payroll process by the provision of timely and accurate payroll information to the finance team.
- Have sole responsibility for managing the budget linked to the admin team.
Administration

- Line management of the admin team including setting objectives, performance manage and develop staff in the admin team.
- On a daily basis, work with the admin team to deliver efficient and effective support to the wider Elrha team on a range of admin processes (including admin support for recruitment, onboarding, induction, IT set-up, events and governance meetings).
- Organise admin staff to support and test the introduction of new systems (IT, HR and finance).
- Be a focal point for responding to key administrative issues.
- Manage other administrative and operational functions that may transition from existing service providers.

Other Duties:
- Deliver ad hoc HR/Admin projects delegated by Director of Finance & Operations.

Working contacts:

Internal

- Elrha Board of Trustees, Senior Leadership (SLT) and Senior Management Team (SMT) Teams, the wider Elrha staff and the Executive Administrator.

External:

- Save the Children UK or specialist advisers (legal/HR).

PERSON SPECIFICATION

ESSENTIAL

Qualifications and experience:

- Substantial experience of developing and delivering successful HR strategies.
- Proven significant experience of working at a senior HR level; advising a leadership team.
- Proven experience of providing/analysing management information to improve the HR practice and staff performance.
- Experience monitoring the labour needs of an organisation, bringing in new skills sets for the organisation and benchmarking salaries across similar sectors.
- Proven experience of leading and managing teams.

Skills and abilities:

- Outstanding written and communication skills, ability to communicate effectively with a range of stakeholders (including the leadership and senior management teams, and staff).
- Excellent interpersonal skills; an ability to instil trust and work with discretion.
- Good negotiation skills and ability to manage conflicts and find resolutions.
• Able to promote and manage change.
• Good organisational skills to ensure departments are working effectively.
• Excellent IT and report-writing skills.
• Ability to multi-task, managing conflicting priorities and meet challenging deadlines.
• Ability to work independently and think laterally.

Knowledge and understanding:
• In depth knowledge of employment law and HR best practice.
• Familiarity with compensation & benefit systems.

DESIRABLE:
• CIPD level 7 or other formal HR qualification of a similar level.
• Experience in leading the HR function in a small structure and/or not-for-profit organisation.
• Change management experience.
• Experience of managing budgets.
• Progressively responsible professional experience across a broad range of HR practice areas, including business partnering.

Child Protection level
Level 1 - the responsibilities of the post do not require you to have contact with children or young people.

We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. This post is subject to a range of vetting checks including a criminal records disclosure.