

**Job Description**

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| **Job title** | Head of Human Resources – Retail |
| **Reporting to** | Managing Director – Mind Retail |
| **Department** | Mind Retail |
| **Responsible for** | 3 x HR & Recruitment officers, & 2 x Regional Training Managers |
| **Salary** | Grade G of Mind’s salary scales |
| **Hours of work** | 35 hours per week, full time |
| **Located at** | Stratford, London with significant travel |
| **Type of contract** | Permanent |

**Purpose of job**

The role is responsible for delivering a high-quality HR service to the Retail Division at Mind. The post holder will achieve this by providing comprehensive HR, OD and L&D advice and guidance to key stakeholders within the Mind Retail team. In collaboration with the Retail Senior Management Team you will design, develop and implement a People Strategy that supports the achievement of the wider Retail Strategy. The post will line manage a team of five staff.

**Scope of the job**

You will inspire and enable excellent management and practice and be a visible champion of mental wellbeing for the workforce, of which many staff and volunteers have personal experience of mental health problems. Reporting to the Director of Retail, you will have overall responsibility for the Human Resources (HR) function. You will play a key role in helping lead and shape the People Strategy for the retail function as it develops. You will work collaboratively and in partnership with your peers, directors and trustees, and will work closely with staff and Managers across Mind. You will have a significant level of responsibility and autonomy in a senior leadership role. You will deputize for the Director of Retail both internally and/or externally as required. Travel to shops throughout England and Wales will be required, which will sometimes involve overnight stays.

Mind has 3 strategic development priorities. Becoming an anti-racist organisation, supporting young people and fighting for people in poverty. These are the areas where we know we need to do more. You will be expected to contribute to this aim.

**Key Tasks and Responsibilities**

1. To ensure excellent HR customer service, championing effective and high levels of HR customer care and as necessary, develop and introduce new standards of customer care and customer service levels.
2. To ensure the HR team are appropriately trained and developed to provide timely and accurate HR advice.
3. To oversee and acquire a good working knowledge of HR processes and administration including; personnel files, attendance, sickness records, maintenance of personnel information on the payroll and personnel systems
4. To oversee, advise and participate, if necessary, on all informal and formal HR processes, ensuring best practice at all times.
5. Keep up to date with UK employment legislation, updating Policies and Procedures as required.
6. Ensure Mind Retail operates a fair, transparent and efficient recruitment service which includes a variety of interventions that promote diversity and inclusion at all stages of the process.
7. To implement the HR & OD strategy through establishing and delivering an annual business plan for the HR & OD department; this includes planning, organising and taking accountability for & reporting on HR & OD department operational performance.
8. To be an ambassador for workplace wellbeing at Mind Retail & support Mind’s overall goals in this area. Ensuring that Mind Retail develops and maintains a set of policies, processes and procedures that deliver excellent levels of workplace wellbeing for all staff and volunteers.
9. To regularly assess the Learning and Development needs of the Mind Retail workforce, ensuring that a high quality Learning and Development offering is in place to meet the strategic aims of the organisation.
10. To ensure Mind Retail operates an integrated & good practice approach to the recruitment, management and development of volunteers.
11. To ensure Mind is compliant with employment legislation and HR good practice through the maintenance of, and implementation of, a full set of up to date employment policies and procedures. To ensure that Mind takes a balanced approach to risk in the delivery of this, and to be the accountable officer for ensuring organisation wide compliance with HR good practice.
12. To be an active member of the Mind Retail Management Team, manage relationships with key Heads of departments across the charity, and agree with them the key deliverables required from the HR team. To also ensure the active involvement of HR team members in the work of Mind front line departments, and to champion good workplace wellbeing and management practice.
13. Lead and develop effective working relationships with all staff and stakeholders at all levels and from all parts of the Mind federation. Creating a culture of co-operation, flexibility and adaptability in achieving Mind’s strategic objectives and in accordance with Mind’s commitment to a mentally healthy workplace.
14. Lead by example and be an ambassador for personal development at Mind Retail. Foster and maintain a learning culture for all staff and volunteers at all levels of the organisation.
15. Lead by example and be an ambassador for Mind Retail’s Values and Behaviours. Ensuring that our values of Unstoppable, Open, Together, independent and responsive are lived and breathed through the behaviours that support them, and that they are at the heart of everything we do.
16. Work collaboratively with the organisational change team at Mind to develop and implement Mind’s race equality initiatives throughout the retail function.

**Person specification: Head of Human Resources (Grade G)**

**Essential criteria - Experience**

1. Significant senior level Human Resource & Organisational Development experience in an organisation with similar complexity and size to Mind.
2. Significant senior managerial experience of planning, organising, controlling, managing, developing and directing strategic and operational activities including multi-disciplinary areas of work which are complex and/or diverse, and of delivering outcomes against agreed objectives.
3. Understanding of the unique challenges and opportunities Mind faces as a champion for workplace wellbeing and in employing and supporting people with mental health problems.
4. Demonstrable senior management level experience of financial and budget planning, monitoring evaluation, reporting and management.
5. Demonstrable senior management experience in programme and project management and of providing leadership and management of a team, section or department including line management of direct reports.
6. Significant experience of managing performance, monitoring and evaluation including developing and delivering quality improvement.
7. Experience of developing employee engagement within large and complex organisations.
8. Proven track record of contributing to corporate and cross organisational business strategy and operations management.
9. Demonstrable influencing and negotiating skills and political judgement with proven success in building productive professional relationships and partnerships with a wide range of individuals and organisations.
10. Experience of working collaboratively and in partnership with individuals, groups, organisations and other internal and external stakeholders.
11. Demonstrable commitment to your own continuing professional and personal development.

**Essential criteria - Skills**

1. Excellent written and verbal communication skills including writing senior and complex correspondence, reports, policies, strategy papers and presentations.
2. Strong collaborative working skills and an understanding of the importance of being visible and approachable across Mind.
3. Proven interpersonal and influencing skills including being able to manage relationships with confidence, make decisions, negotiate, give feedback, persuade, influence, network, work effectively and manage a range of internal and external stakeholder relationships.
4. Excellent IT skills including use of Microsoft Office Outlook, Word, Excel and PowerPoint, etc.
5. Outstanding self-management skills to work independently, autonomously and as part of a team, using own initiative and being flexible and adaptable.
6. Excellent decision-making skills and confident in making strategic and operational decisions.
7. Demonstrable planning and organisational skills to deliver work to agreed timescales and standards.
8. Excellent problem-solving skills and experience of finding creative and innovative solutions.
9. Proven experience of developing, implementing, managing, delivering highest customer services levels within a department.
10. To be CIPD Level 7 qualified (MCIPD) and / or hold MSc in Human Resource Management.

**Essential criteria - Knowledge**

1. Knowledge and understanding of Mind’s mission, vision, values and ambition and what this means in relation to this post and the ability to incorporate this into all aspects of work.
2. Knowledge and understanding of equality and diversity and what this means in relation to this post and the ability to incorporate this into all aspects of work.
3. Significant expertise in all areas of HR competence.

**Essential criteria - Other**

1. Willingness to travel and work unsocial hours.
2. Commitment to your own continuing professional and personal development.
3. To uphold the high standards of work and behaviour and within professional, ethical and legal parameters.

**Desirable criteria**

1. Direct or indirect experience of mental health problems.
2. Knowledge and understanding of the voluntary sector.
3. Experience of working within a multi-site environment.
4. Experience of working in the retail sector.