

# ROLE PROFILE

HR Manager of Operations

Full-time, Permanent

## ROLE PURPOSE

To provide operational leadership to the HR department, serving IFES staff and volunteers through the development and implementation of HR procedures and systems. The work of the Human Resources department is part of the larger role of People and Culture, which aims to build strong teams that produce fruitful ministry.

## POSITION DESCRIPTION

**In this role, your accountabilities and responsibilities are...**

### **1. HR Systems and Planning**

- 1.1 Ensure the development and implementation of essential HR systems and procedures as required in accordance with employment law.
- 1.2 Ensure that policies and procedures are effectively carried out.
- 1.3 Ensure that IFES Staff Handbook is up to date.
- 1.4 Ensure that staff records are managed and stored appropriately and securely.

### **2. Recruitment of Staff**

- 2.1 Support the General Secretary and Managers in recruiting and processing applicants for IFES positions worldwide.
- 2.2 Initiate, at the request of supervisors, all necessary recruitment procedures for all staff appointments, including thorough assessment of candidates.

### **3 Staff Welfare and Conditions of Service**

- 3.1 Support IFES supervisors in supervisory responsibilities, by providing coaching and resources.
- 3.2 Monitor, evaluate and make recommendations regarding all terms and conditions ensuring legal requirements are adhered to.
- 3.3 Ensure there is appropriate induction to systems and procedures for new staff and exit interviews for departing staff where appropriate.
- 3.4 Ensure and monitor system for regular appraisal of staff and job review procedures.
- 3.5 Be involved as appropriate in handling complaints, conflicts and grievances from staff, and operate Grievance and Discipline Procedures.
- 3.6 Ensure there is adequate medical and travel insurance for staff.
- 3.7 Coordinate with the Crisis Management Team, ensuring good processes are in place, clearly communicated to all staff and volunteers, and to ensure appropriate care and management of any critical incident.
- 3.8 Provide Occupational Health advice as required and to provide access to specialist health services as required.
- 3.9 Work with secondment agencies and other support agencies to ensure clear and effective secondments.
- 3.10 Offer pastoral support to staff as required, including referring to professional support if needed.

- 3.11 Work with the Head of People & Culture and Head of Finance to manage the salary administration policy, ensuring staff are paid at an appropriate manner. To help in developing staff budgets if necessary.
- 3.12 Serve on the Remunerations Committee to set salaries and solve compensation issues.
- 3.13 Work with the Finance team to ensure accurate and timely payroll processes.
- 3.14 Working with the Head of People & Culture to develop a Learning & Development strategy for all staff and responsible for implementing this strategy across the staff team.

#### **4 Compliance of Statutory Regulations**

- 4.1 Ensure that staff are made aware of all their employment terms and conditions and monitor their effectiveness.
- 4.2 Ensure effectiveness of health and safety policies and procedures.
- 4.3 Handle where necessary the application of entry permits and missionary visas and ensure adherence to conditions of issue. To enlist the help of immigration specialists as required.
- 4.4 Keep abreast of the employment law and to work with solicitors as required.

#### **5 General Management**

- 5.1 Contribute as part of the management team of the IFES Oxford office in the management process and thinking.
- 5.2 Monitor and manage the HR budget.
- 5.3 Play a full part in the wider work and spiritual life of the International Office.

#### **6 HR Team Management**

- 6.1 Provides leadership, line management and development of the HR Team (HR Partner & HR Project Manager), to ensure team members are appropriately supervised, trained, and motivated to carry out their responsibilities to the required standard.
- 6.2 Any other duties and responsibilities commensurate with the level of this role.

## PERSON SPECIFICATION

Category	Essential	Desirable
1. Physique/impact on others	Pleasant demeanour and hospitable.	
2. Qualifications	University degree CIPD Associate Member (Associate/Level 5 qualification or equivalent)	CIPD Chartered member (Advanced/Level 7 qualification or equivalent)
3. Experience	Minimum of 5 years' experience in human resources management, preferably in the charity sector Significant cross-cultural experience Team building	Involvement in or exposure to an IFES national movement Familiarity with employing workers in a foreign setting
4. Skills	Excellent verbal communicator Computer literate Problem-solving Good understanding of HR policies, practice and management	Fluency in at least one of English, French, or Spanish
5. Disposition/personality	Be a wise and discerning judge of people, pastorally sensitive, and able to manage confidential matters Good at building rapport & trust Adaptable Calm and professional Patient Above average tolerance for ambiguity Excellent attention to detail Solutions-focussed Able to work under pressure Able to appropriately handle difficult and sensitive situations and information	
6. Motivation	A committed Christian in agreement with <a href="#">IFES' Statement of Faith</a> Passion for helping others Determined to achieve targets	Growing awareness of and appreciation for global mission through student ministry

**In this role, you will work with different people and teams, they are...**

- You will be supervised by the Head of People & Culture.

- You will supervise the HR Partner and the HR Project Manager.
- You will coordinate with staff at all levels, including the General Secretary, Associate General Secretaries, Heads of Departments, Regional Secretaries, regional team members, and national movement leaders.
- You will coordinate with partnering organisations, especially those who second staff to IFES.

#### **In this role, you will...**

- Lead a healthy Human Resources team that effectively serves the needs of IFES workers
- Develop the systems and structures that ensure alignment with IFES goals and values and compliance with employment law and best practices
- Solve matters arising from employment in a variety of international settings.

#### **THE BEHAVIOUR INDICATORS EXPECTED IN THIS ROLE ARE...**

**Delivering results:** This is about delivering through others with clear plans and an empowering approach to ensure accountability for delivery of customer outcomes.

**Learning and improvement:** This is about promoting an improvement, no-blame environment giving people confidence to try out new things and make and learn from mistakes.

**Communicating and influencing:** This is about role-modelling a truly open and transparent approach, communicating with impact around key messages, and reflecting Biblical values in interactions with staff and external stakeholders.

**Acting as one team:** This is about creating opportunities to work alongside, learn and solve problems collaboratively with a range of people across teams.

**Enabling change:** This is about helping others in times of change or uncertainty, giving them the confidence to trust and belief in you and IFES goals.

**Making decisions:** This is about setting priorities and enabling effective decisions based on appropriate analysis, data and understanding of customer requirements.

**Engaging people:** This is about creating opportunities for relationship building and building a supportive, respectful working environment.

**Christian spirituality and discipleship:** Playing a key role in the spiritual life of the office, including praying for colleagues and the ministry of IFES.

**Christian witness:** demonstrating Christian spirituality in your lifestyle and a regular commitment to a local church.

<b>Directorate:</b> International Services (UK)	<b>Division:</b> Human Resources	
<b>Reporting To:</b> Head of People and Culture	<b>Location:</b> Oxford /occasional travel out of EU	
<b>Number of Direct Reports:</b> 2	<b>Job Level:</b> E  <i><u>HR Use Only</u></i>	<b>Job Ref No:</b>   <i><u>HR Use Only</u></i>

## SAFEGUARDING

IFES is committed to safeguarding the well-being of all service users, employees and volunteers who are involved in or affected by our work. All children and adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to equal protection from all types of harm or abuse and the right to be treated with respect and dignity. All employees and volunteers have a duty to prevent the abuse of children and adults and report any safeguarding concerns to the relevant person.