Move into the future with Acivico Ltd.

Come and join the Acivico commercial team on a journey of innovation, challenge and opportunity and play your part in further honing this growing organisation into a market leading company ready to face the future and lead the way.

Human Resources Manager : Permanent
Grade 5 £33,106 - £40,619 (per annum)
36.50 – (full time)

Acivico is an exciting multi-service company (wholly owned by Birmingham City Council) which offers clients across the private and public sector a wide range of professional services including; Design, Construction, Facilities Management, Building Control, Birmingham City Laboratories, Catering and Cleaning.

We have an exciting opportunity for a professional and highly experienced HR Manager seeking to expand their horizons and play a pivotal role in providing a seamless and effective HR service within a commercially focussed environment. This post holder will be joining the dynamic and proactive Acivico workforce to collaborate with senior management in leading the business through an exciting period of transformation.

This is a fast paced, standalone role, for someone with a breadth of generalist HR knowledge. Applicants must have hands-on operational experience to provide support on issues such as recruitment, attendance, disciplinary, grievances and performance. You must also have experience of working at a strategic level within a previous HR role contributing to the formulation of policy and procedures as well as advising on future HR strategy as well as understanding Employment law principles.

Reporting into the Senior HR Manager you will manage a range of HR disciplines within the HR life cycle whilst supporting the management and senior leadership team deliver a comprehensive service across the business.

Additional duties and responsibilities will be to:

- Ensure best practice and procedural / employment law compliance
- Manage all aspects of operational HR; recruitment & retention / ER / terminations etc.
- Monitor output in line with agreed KPIs and SLAs.
- Assist to identify and implement learning and development interventions to align with business strategy and values.
- Support appraisal, systems, talent management and succession planning initiatives.
- Support on Health and Safety and Occupational Health
- Participate in employee engagement, communications and organisational culture development
- Facilitate and oversee all employee relations casework activities
- Take responsibility for TUPE
- Lead and guide on change management / programme work

You will be confident and competent in building and establishing relationships in order to influence and persuade stakeholders, therefore strong communication skills are essential.

Experience of working on multiple activities and to tight deadlines is essential, evidence of improving practices and shaping the HR agenda to promote continuous improvement would be advantageous.

Qualifications

The successful candidate will have a good standard of education and be CIPD qualified (or equivalent) providing evidence of continuous professional development and proven track record of operational and strategic ability to operate effectively within the organisation.

Working for Acivico

Acivico promotes a healthy work/life balance and offers generous annual leave, training and development opportunities and flexitime scheme. All roles are full time with a 36.5 hours working week. We also have admitted body status with the Local Government Pension Scheme for both current and new employees. We also offer agile working and will soon be moving to newly refurbished offices located in Birmingham City Centre.

How to apply...

When submitting your application please quote the appropriate reference number and ensure you copy your email in to: enquiries@acivico.co.uk

Ref: AV5132016J

Closing date for all applications is: 16th September 2016

Find out more...

For further information or an informal discussion about this role please contact Allison Davies on Allison.C.Davies@acivico.co.uk

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful"
SECTION 1 : JOB DESCRIPTION

JOB TITLE : HR Manager
SERVICE AREA : Commercial
DIVISION : HR
GRADE : Grade 5
NO OF POSTS : One
ID REF : DATE : November 2015

1. PURPOSE OF JOB :

1.1 To support the Senior HR Manager to develop, promote and implement human resource policies and procedures across Acivico.
1.2 To support the Senior HR Manager to promote and implement human resource values by assisting in the development and embedding across the organisation of human resource programmes.
1.3 To operationally support all managers in HR case management.
1.4 To work flexibly and exhibit and endorse the vision and values and behavioural traits of the organisation.

2. KEY RESPONSIBILITIES :

2.1 Customer Retention and Market/Opportunity Development : Including Acivico Market Profile and New Service Solution/Product Development.

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area(s). They may also include other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop in line with key ‘strengths’ to ensure flexible and integrated working across the organisation.

1. To provide professional advice and support on people management activities to all managers and staff within Acivico, including complex employment relations issues, recruitment and selection, organisational design, employment law and learning and development.
2. Following consultation and negotiation with trade unions, and relevant stakeholders, to assist in the development and/or review of employment policies and procedures, by identifying and researching relevant employment legislation, anticipating human resource issues, contributing information, and making recommendations in line with organisational objectives.
3. To guide manager and employee actions by enforcing organisational values and behaviours in line with relevant organisation human resource policies and procedures.
4. To support and participate in strategic and corporate Acivico initiatives and activities through the provision of HR knowledge, skills and experience.
5. To support the Senior HR Manager in developing HR and management information and help establish workforce performance data.
6. To support the Senior HR Manager in the implementation of performance management systems across the organisation.
7. To support the Senior HR Manager in embedding all aspects of the strategic organisational HR and Learning Strategy, including supporting managers in facilitating staff learning and contributing to the development of talent management across the organisation.
8. To help develop HR information systems and assist in HR data transfer to new IT systems as they develop.
9. To maintain and update job knowledge by participating in educational opportunities, reading professional publications and maintaining personal networks.
2.2 **Operational Performance:**

1. Work collaboratively with managers to identify likely future people issues and define corrective people management strategies and interventions.
2. Work collaboratively with managers to identify service requirements and align the provision of HR services within the business requirements.
3. To help ensure compliance with all statutory legislative requirements, e.g., Health & Safety, etc., and assist in the implementation of a positive Health & Safety culture that has ownership at all levels.
4. Ensure good relations and communications with all staff and respond politely and in a timely fashion to all internal and external clients.
5. To help ensure compliance by staff with the full range of HR procedures in accordance with Acivico’s policies.
6. Observance of Acivico’s Equal Opportunities policy.
7. Any other duties as commensurate with the post.

2.3 **Finance and Commercial (Contracts) Performance:**

1. To contribute to the profitability, efficiency, continuous development and compliance of all client contracts/agreements within the service area.
2. Ensure the compliance of Business Support’s systems with the Data Protection Act and Freedom of Information Act; record management; filing and muniments systems.
3. Comply with Acivico’s agreed Quality Management System (QMS) in accordance with the ISO9001 Quality Accreditation, ISO14001 Accreditation or an equivalent standard.

3. **SUPERVISION REQUIRED:**

**Supervising Officer:** Senior HR Manager

*Level of Supervision: 2

*Level of Supervision:

1. Regularly supervised with work checked by supervisor
2. Left to work within established guidelines subject to scrutiny by supervisor
3. Plan own work to ensure the meeting of defined objectives

4. **SPECIAL CONDITIONS:** None
## SECTION 2: PERSON SPECIFICATION

**Method of Assessment:** AF = Application Form; I = Interview; T = Test/Exercise; P = Presentation

<table>
<thead>
<tr>
<th>Essential</th>
<th>MoA</th>
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<tbody>
<tr>
<td><strong>Experience:</strong></td>
<td></td>
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<tr>
<td>1</td>
<td>Experience as a practising HR professional to include recruitment and retention, induction, employee relations, performance management, absence management, administration and compliance, disciplinary and grievance.</td>
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<tr>
<td>2</td>
<td>Experience of managing projects to support HR solutions.</td>
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<td>3</td>
<td>Experience of preparing and presenting management information to inform business decisions.</td>
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<tr>
<td><strong>Skills &amp; Abilities:</strong></td>
<td></td>
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<tr>
<td>1</td>
<td>Ability to develop new initiatives and adapt processes including HR policies and procedures.</td>
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<tr>
<td>2</td>
<td>Ability to communicate at all levels and collaborate effectively with a range of stakeholders.</td>
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<td>3</td>
<td>Ability to use analytical thinking/techniques to define problems and identify solutions.</td>
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<td>4</td>
<td>Demonstrate a clear commitment to improved HR services and experience of achieving excellence through continuous improvement.</td>
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<tr>
<td>5</td>
<td>Ability to deal with sensitive situations and an ability to manage expectations and conflicting priorities/interests.</td>
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<tr>
<td>6</td>
<td>Ability to think and act on own initiative in a pressurised environment making difficult decisions.</td>
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<td>7</td>
<td>Ability to produce and present detailed reports and sensitive information for senior managers and a range of audiences.</td>
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<td>8</td>
<td>Understand the statutory framework, policies and services including knowledge of relevant legislation and their implications for the company, e.g., FoI, Data Protection Act, Heath &amp; Safety, etc.</td>
</tr>
<tr>
<td>9</td>
<td>Demonstrate a commitment to customer services in the context of a diverse customer base ensuring equality of opportunity throughout the business.</td>
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<tr>
<td><strong>Training &amp; Development:</strong></td>
<td></td>
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<tr>
<td>1</td>
<td>Evidence of Continuous Professional Development</td>
</tr>
<tr>
<td><strong>Qualifications:</strong></td>
<td></td>
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<tr>
<td>1</td>
<td>Good standard of education. CIPD qualified (or equivalent)</td>
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SECTION 3 : STRENGTHS

In addition to the above requirements you will be asked to demonstrate strengths in support of Acivico’s values. Strengths can be defined by the following characteristics:

- You do it well - Performance
- You feel good doing it - Energy
- You do it a lot - Use

Strengths vary between job roles and different levels but an overview of them, as required by Acivico, are described below.

<table>
<thead>
<tr>
<th>Strength</th>
<th>Category Definition</th>
<th>MoA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service</td>
<td>People who demonstrate this strength act in the best interest of the customer, going the extra mile to provide best customer service.</td>
<td>AF/I</td>
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<tr>
<td>Credibility</td>
<td>People who demonstrate this strength instil confidence and trust in others through the quality of their knowledge and skills.</td>
<td>AF/I</td>
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<tr>
<td>Integrator</td>
<td>People who demonstrate this strength keep up to date with knowledge about the business to improve effectiveness of those around them.</td>
<td>AF/I</td>
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<tr>
<td>Collaborator</td>
<td>People who demonstrate this strength thrive in achieving the best results for the customer through effective teamwork.</td>
<td>AF/I</td>
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<tr>
<td>Adaptor</td>
<td>People who demonstrate this strength are good at juggling different resources according to current and changing needs and look for better ways of doing things.</td>
<td>AF/I</td>
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<tr>
<td>Resolver</td>
<td>People who demonstrate this strength relish solving complex problems with creative solutions and ensure issues are fully resolved and that the customer is happy.</td>
<td>AF/I</td>
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<tr>
<td>Improver</td>
<td>People who demonstrate this strength focus on how outcomes, products and processes can be improved and more efficient.</td>
<td>AF/I</td>
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<tr>
<td>Implementer</td>
<td>People who demonstrate this strength are pragmatic, focussing on solutions that are cost effective and efficient. They always have the customer in mind.</td>
<td>AF/I</td>
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<tr>
<td>Personal Responsibility</td>
<td>People who demonstrate this strength take ownership of their decisions and hold themselves personally accountable for what they have promised to deliver.</td>
<td>AF/I</td>
</tr>
<tr>
<td>Visionary</td>
<td>People who demonstrate this strength have a clear view of the future and what they have committed to achieve.</td>
<td>AF/I</td>
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