

## Role Profile

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### Role Details

Role Title	HR Manager
Pay band	4
Directorate	People & Strategy
Business unit	Human Resources
Reporting to	Senior HR Manager
Date produced or updated	July 2021

### Purpose of Role

The role holder will be required to support the HR team and wider business through the provision of a full HR service to ensure the smooth running of the HR function. The role holder will be able to translate and interpret NS&I policies and procedures, providing appropriate guidance and assistance when required.

The role holder will take lead responsibility for providing generalist support to their allocated directorates and provide support to other members of the team where appropriate.

### Key responsibilities

#### HR Service Delivery

- Be the main HR point of contact for your directorates. Deliver a proactive HR service by working closely with the business area to develop fit for purpose solutions to people related issues covering the full employee lifecycle. This will include but is not limited to:
  - Resource and structural requirements including TUPE (where appropriate)
  - Recruitment and onboarding
  - Employee relations and associated employee enquiries, consulting with GLD when necessary and ensure fit for purpose advice is provided for all parties.
  - Learning and development
  - Leaving processes.

#### Continuous Improvement & Business Processes

- Supporting the ongoing process of continuous improvement within the generalist remit and keeping abreast of best practice ensuring its adapted where appropriate.
- Maintaining relationships with other HR colleagues within the wider civil service and applying practices where appropriate.
- Utilising the HR information system proactively and recommending and implementing changes where necessary.

#### Policy development and documentation

- Responsible for NS&I's adherence to the civil services principles of HR related policies whilst ensuring they are kept up to date with regards to best practice and process.

#### Recruitment

- Responsible for NS&I's adherence to the civil services recruitment principles and 'guardian' of the process.
- Provides a high standard of project management to ensure the delivery of a professional recruitment service to meet NS&I capability needs, ensuring compliance with the CS Recruitment Principles and best practice.
- Manage relationships with approved government suppliers to ensure recruitment services fulfil NS&I business and capability needs as well as value for money.
- Managing the recruitment process, using the Government Recruitment Services' online portal ensuring all monitoring, administration and audit requirements are fulfilled and ensuring continuous development of all processes.
- Development of recruitment policies and procedures
- Maintain the NS&I recruitment website and assist in its development
- Assisting in the management of the recruitment and interim budgets

- Manage the annual recruitment audit
- Ensure new hires are onboarded ensuring that the BPSS and Financial checks are completed correctly

**Payroll and pensions**

- Responsible for pension management and administration at NS&I in accordance with the civil service arrangements.
- Manage the relationship with the pensions and occupational health provider (MyCSP and Occupational Health/EAP provider).
- Oversee the management of all applications for ill-health retirement for past and existing NS&I staff.
- Support the management and implementation of pension EPNs – ensuring all actions are communicated and followed through.
- Support the relationship with outsourced pay-rolled provider and provision of monthly payroll processing.

**Ad-hoc HR projects**

Lead on and assist with HR projects/initiatives and as when required.

Line management of HR Officer(s)

**Relationships**

Please list the jobs and areas with which the post interacts. This should show internal and external relationships.

Internal	External
HR team Allocated NS&I directorates HR Officer	CGI (Payroll provider) MyCSP (Pension administrator) / Legal & General Atos HR team Recruitment agencies CSHR for TUPE and employment policy advice Jigsaw Cloud / SAP OH/EAP provider

**Person specification**

**Essential qualifications, experience and technical knowledge**

Essential qualifications

- Have achieved or be working towards the Chartered Institute of Personnel Development qualification or have the equivalent experience

Essential experience

- Extensive experience within a generalist HR role, including and not limited to recruitment and selection, employee relations, payroll, pensions, attendance and performance management.

Essential technical knowledge and skills

- Excellent relationship management skills and the ability to influence at all levels of a business
- Strong verbal and written communication skills
- Strong customer focus coupled with the ability to deliver results
- Great time management skills with the ability to manage a number of activities at one time and to see each one through to completion
- Strong IT skills including comprehensive use of the Microsoft suite.

Desirable qualifications, experience and technical knowledge

- Hay job evaluation qualified
- Effective experience of using HR information systems
- Knowledge of Civil Service pay and pensions process/Civil Service recruitment principles
- Must have demonstrable experience of TUPE with experience of managing the TUPE process
- Within the TUPE process, have experience of managing the pensions transfers for eligible employees
- Experience of working with third party suppliers