

**Head of HR & Resources**

**Background Information for Candidates**

This information should be read alongside the Job Description and Person Specification. This is a Senior Management position that will work closely with the CEO, Senior Management Team and Trustees on developing and implementing operational strategy and management for our Central Team Services.

**Senior Management Team:**

**Central Team:**

**What we are looking for**

We do not realistically expect candidates to have previous experience in all aspects of the role so primarily we are looking for someone who can demonstrate a positive attitude, a pragmatic approach and the ability to use initiative and be resourceful. The post holder should have the confidence and integrity to act responsibly and to consult and negotiate with relevant colleagues and other professionals to make balanced decisions and deal with complex and sensitive issues.

The right candidate will be able to draw on their relevant experience and knowledge gained in similar roles and demonstrate an enthusiastic and ambitious approach to developing the post as well as a commitment to being a constructive and integral member of our Senior Management Team.

**About Centre 404**

Centre 404 was established in 1951 by a group of family carers who came together to campaign for better support and services for their children and families.

Centre 404 has 3 main areas of service delivery; Supported Housing and Independent Living, Supporting Families, and Learning and Leisure. These services deliver practical and emotional support to children and adults with a learning disability and their families in line with Centre 404 values (as attached).

These services are predominantly managed from our community centre and offices on Camden Road, from which we also deliver many groups and activities and community events. More information is available on our [website](http://www.centre404.org.uk/)

**Duties and Responsibilities**

The Head of HR and Resources will be working very closely with the CEO, Trustees and Senior Management Team to develop quality, resources, and operational direction for our vibrant and local charity. To this end, candidates will need to be able to exercise a high level of initiative, discretion and integrity and be able to build professional, confidential and mutually trusting relationships.

The post-holder will provide operational leadership and management to the central team and deliver high quality support and services to other departments in:

* Human Resources and Personnel Management
* Premises and Facilities Management
* Volunteer Management

This post is supported by a dedicated team of staff who deliver the day to day operations in the above areas. The post-holder is responsible for overseeing and ensuring that these areas of work are delivered effectively and in line with legislative and quality standards. The post holder will be required to get involved in aspects of operational delivery as described in the job description as well as project work and operational planning.

This role is incredibly varied and challenging which provides huge scope and plenty of opportunities for candidates to develop their skills and talents and be rewarded through the successful development of a skilled and talented workforce and the day to day running of a busy front line charity.

**Human Resources and Personnel Management**

Ideally candidates should have a practical working knowledge of HR procedures and employment legislation as the main focus of this role will be to oversee the delivery and implementation of effective and compliant HR, employee relations and personnel management.

Currently Centre 404 has around 180 staff which is largely made up of front line support workers who deliver services to children and adults with a learning disability. We also employ case workers and outreach staff that support family carers. All services are supported by managers and the Central Team which is made up of administrative and project-based staff.

Our Housing Support Service is our largest department, as such the Head of HR and Resources is assisted by the Housing Deputy Manager who has some specific HR responsibilities. In addition, there is a full-time HR Officer whose time is split between recruitment and other HR tasks, and a part-time Recruitment Co-ordinator. The Head of HR and Resources and these posts make up the HR team who are primarily responsible for dealing with HR and employee relations issues across the organisation. However senior managers and line managers will also assist with managing staff issues and implementing HR procedures as required.

The post holder will also work closely with the Finance Administrator and Finance Consultant to oversee payroll administration and checking, and deal with any pay related issues.

The Head of HR and Resources is responsible for ensuring organisational compliance with employment law and personnel policies and procedures and for leading on any complex or legal issues if required. Support and advice with this area of the role is offered through the Personnel Committee (a sub-committee of professional HR volunteers who act in an advisory capacity) and our employment solicitor.

**Premises and Facilities Management**

The Head of HR and Resources provides line management to the Premises Manager and has overall responsibility for ensuring and developing a high quality venue and facilities, and compliance with health and safety legislation and insurance responsibilities.

The Premises Manager will be predominantly responsible for the effective day to day running and maintenance of the premises and its facilities and for implementing Health and Safety procedures. Centre 404 has robust and detailed policies and procedures in place and training in this area can be provided if required.

In 2012 Centre 404 successfully completed a refurbishment project to open up our centre at 404 Camden Road, to make it more accessible and to increase the number of groups and activities that we can run. This post will assist architects, project managers and consultants towards developing our plans to restore and repair the façade of the premises and provide 2 new meeting room extensions.

**Volunteer Management**

Volunteers make a significant contribution to our work, and currently we have around 100 active volunteers in a variety of roles. Volunteer activity is managed by our Volunteer and Communications Co-ordinator, who is also responsible for overseeing Centre 404 information materials, website management and social media.

The Head of HR and Resources will provide line management and guidance for this post with support from the CEO and Head of Business Development and Operations.

**Line Management**

Direct Supervisees: Premises Manager, HR Officer, Volunteer and Communications Co-ordinator, Finance Administrator (this post also receives technical supervision on financial procedures from our Finance Consultant).

