

## Job Description

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| Job title:      | People Operations Manager                                                                                                                                                                                                                                    |
| Responsible to: | Deputy CEO/Head of Operations                                                                                                                                                                                                                                |
| Responsible for | Charity Administration Officer, Volunteer Officer                                                                                                                                                                                                            |
| Job location:   | The Woodlands, Lower Bristol Road, Bath, BA2 9ES                                                                                                                                                                                                             |
| Annual salary:  | £19,276.92 per year (£31,699.83 FTE)                                                                                                                                                                                                                         |
| Hours:          | 22.5 hours per week                                                                                                                                                                                                                                          |
| Benefits:       | 5% pension contribution after the probationary period<br>Flexible working<br>Family-friendly policies<br>Generous sickness pay<br>25 days annual leave + bank holidays<br>1 additional wellbeing leave day<br>Additional days leave each year for five years |

Are you passionate about delivering high-quality HR support and wellbeing services? Join The Carers' Centre team as our new People Operations Manager

## The role

The People Operations Manager will be responsible for developing and embedding effective people, operational and organisational practices across The Carers' Centre. The role will combine strong HR practice with a practical understanding of how the organisation operates, ensuring that managers have the tools, processes, guidance and confidence they need to lead effectively.

A key focus of the role will be developing clear and consistent ways of working, including policies, procedures, standard operating procedures and management guidance, and supporting managers to embed these in day-to-day practice.

## About you

You are an experienced people and operations professional who enjoys making organisations work better. You have or are working towards completing your CIPD level 5 qualification. You combine strong HR knowledge with practical operational judgement and are confident turning policies, requirements and ideas into clear processes that people can use. You are organised, proactive and confident building positive relationships with managers, staff and external partners.

## About us

The Carers' Centre is a local independent charity with a big vision! We want to live in a community where unpaid carers are fully recognised, valued, and supported. By joining The Carers' Centre, you are joining a team dedicated to helping families across Bath and North East Somerset when they need us most.

We provide trusted information, advice, and support to unpaid carers, from as young as 5 years old. We enable our community to maintain and improve their health and wellbeing, stay in control of their caring role and connect with others in a similar position. In addition, we work with the wider community to improve recognition and support for unpaid carers.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expect all staff and volunteers to share this commitment. All applicants are subject to a satisfactory Disclosure and Barring Service check and at least two independent references. We are committed to providing services that embrace diversity and promote equality of opportunity.

## Why join us?

- We want our employees to have more control over their work/life balance, that's why we offer flexible start and finish times, as well as the ability to enjoy our beautiful riverside office which come with free parking, and to work from the comfort of your home.
- With work/life balance in mind and the many caring roles we know people can experience, we make sure our policies work for families.
- By joining The Carers' Centre, you'll be part of strong and dedicated team, where collaboration and support is at the heart. We're all in this to make the world a little better.
- As a small but powerful local charity, we rely on digital innovation. You'll have access to a large suite of digital tools to support you to make the biggest impact in your role.

- As well as all this, you will receive a 5% pension contribution, generous sickness pay and 25 days annual leave plus bank holidays and an additional wellbeing day as well as discounts through an employee discount scheme. In addition, you will also get an additional day of annual leave each year, for 5 years.

To apply for this exciting opportunity, send your Application Form to:

[recruitment@banescarerscentre.org.uk](mailto:recruitment@banescarerscentre.org.uk).

## Key responsibilities

### Human Resources

- Work with the Senior Management Team and People Sub Group in the development and implementation of a People Strategy.
- Ensure staff and volunteers receive relevant and timely training in line with organisational plans and commissioned contracts.
- Lead on supporting day-to-day performance management throughout the whole employment lifecycle.
- Be the first point of contact for HR queries from staff and managers.
- Monitor, report and respond to changing wellbeing needs of staff and volunteers.
- Serve as a point of contact between the charity and Stone King (or similar HR legal advice), Occupational Health, Access to Work and SafeHR.

### Line Management

- Manages the administration and volunteer officers to help them maximise their potential and effectiveness.
- Provide guidance and clarity around priorities and goals, ensuring work plans are achieved.

### Compliance

- Work with the Deputy CEO to ensure the charity is legally compliant in relation to all aspects of employment, equality and health and safety legislation.
- Ensure that policies and procedures are developed, maintained, and applied across the organisation.
- Provide guidance and support to staff to maintain compliance.
- Help the Health and safety lead to ensure risk assessments are up to date and ensure relevant actions are taken to mitigate risks for our premises and services.
- Work with the Data Protection Lead to ensure the charity's day-to-day compliance with Data Protection policies and procedures.

### Operational Practice

- Develop, document and embed effective organisational processes and ways of working, working with managers to ensure they are practical and consistently applied.
- Develop and maintain Standard Operating Procedures (SOPs), guidance and templates for key organisational processes.

- Identify opportunities to improve efficiency, consistency and quality, making practical recommendations to the Deputy CEO.
- Support the implementation of organisational changes and new ways of working, ensuring that managers and staff understand their responsibilities.
- Build managers' confidence and capability through practical advice, coaching and training on people management and organisational processes.
- Develop and deliver guidance or training for managers where common issues, new processes or changes in practice are identified.

## Administration

- Oversight of the charity admin function.
- Maintain HR records using Safe HR.
- Process DBS checks.
- Provide HR KPI's to the Deputy CEO on a monthly basis.
- Working with the CEO and Deputy CEO to undertake quality assurance assessments as agreed in the organisational plan.
- Provide admin support to the People Sub-Group.

## Finance

- Work within agreed budgets.
- Contribute towards funding applications as appropriate for the role and provide relevant feedback for funders.

## General

- Stay informed and regularly raise staff awareness of changes in employment legislation and Health and Safety
- Adhere to the Carers' Charter.
- Encourage carers to provide feedback on The Carers' Centre services and to become actively involved in shaping future delivery.
- Ensure that you adopt good practice within the Carers Trust network.
- Ensure that you work within The Carers' Centre policy framework.

## Person specification

| Qualifications                                                                                                              | Essential | Desirable |
|-----------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Good literacy and numeracy competency (including GCSE Maths and English at grade C or above), or equivalent qualifications. | Y         |           |
| A minimum of Level 5 CIPD qualification or working towards completion.                                                      | Y         |           |

|                                                                                                                                      |   |   |
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| Relevant training or qualifications in Health and Safety.                                                                            |   | Y |
| Willingness to undertake training and development opportunities as required.                                                         | Y |   |
| <b>Experience/knowledge</b>                                                                                                          |   |   |
| Knowledge of relevant policies, procedures, and legislation in the areas of human resources, health and safety, and data protection. | Y |   |
| Knowledge of how and where to source required information to conduct the role effectively.                                           | Y |   |
| Experience of managing administrative, and HR systems and processes.                                                                 | Y |   |
| Demonstrated ability to work within and support others to work within policy and procedure frameworks.                               | Y |   |
| Experience of creating standard operating procedures and embedding them into ways of work                                            |   | Y |
| Relevant experience in a similar role.                                                                                               |   | Y |
| Ability to manage budgets.                                                                                                           |   | Y |
| Experience of managing staff or volunteers.                                                                                          |   | Y |
| <b>Skills</b>                                                                                                                        |   |   |
| Excellent verbal and written communication skills.                                                                                   | Y |   |
| Good digital communication skills.                                                                                                   | Y |   |
| Excellent organisational and administrative skills with a high focus on accuracy.                                                    | Y |   |
| Confident in using a variety of technology including using. CRMs, collaborative working and communication tools.                     | Y |   |
| Ability to coach, develop and/or support others.                                                                                     | Y |   |
| <b>Attributes</b>                                                                                                                    |   |   |
| A team player, able to build positive relationships with staff, volunteers and partners.                                             | Y |   |

|                                                                                                       |   |   |
|-------------------------------------------------------------------------------------------------------|---|---|
| Ability to work independently, proactively, and under own initiative.                                 | Y |   |
| Commitment to and able to work in a way that promotes and respects equal opportunities and diversity. | Y |   |
| Interest in /or open to experimenting with new digital techniques and approaches.                     | Y |   |
| <b>Other requirements</b>                                                                             |   |   |
| Flexibility to work evenings and weekends as required.                                                |   | Y |
| Ability to travel throughout the Bath and North East Somerset area.                                   |   | Y |
| Personal experience of providing unpaid care.                                                         |   | Y |