



Job Title: Operations and Compliance Manager

Job Purpose:

To report to the Chief Operating Officer, the Operations and Compliance Manager will:

- Oversee the effective and efficient management of all Human Resources (HR), Business Support and Health Safety services to the Organisation ensuring compliance with policies, procedures and any external regulators in line with any regulated activities and commissioned services.
- Manage the HR function and provide strategic leadership in relation to all HR matters, ensuring best practice in relation to people, culture, diversification of workforce, recruitment and volunteer workforce.
- To act as the first point of contact for HR and Business Support related queries from employees and external contacts.
- Support and offer expertise in the development of the Organisation's services and implementation of strategies, plans and policies.
- To lead and support internal quality audits gathering all necessary data to adhere to all external quality frameworks.
- To work in conjunction with our appointed Health & Safety Advisors to facilitate compliance with occupational health and safety (OSH) guidelines ensuring a safe working environment for staff, volunteers, customers and the people we support.
- To be an active member of Senior Leadership Team

Human Resources

1. To provide a HR management and administration service to the Organisation encompassing all elements of employee life cycle: recruitment, new starter, induction, mid-term change, annual leave and leaver.
2. Oversee the Supervisions, Personal Development Plans and training process developing pathways to improve systems and processes throughout
3. Prepare all documentation for employees relating to contract and salary changes, maternity and other types of leave in line with current legislation and Organisation policies.
4. Ensure and oversee the accurate maintenance of HR records, developing HR processes and systems to continually improve management information.
5. To lead the organisation and offer guidance in all HR matters dealing with incoming staff queries on policies or procedures. To act as the first point of contact for all HR related matters reporting to the Chief Operating Officer when required

6. Provide management support in employee relation meetings. Prepare documentation outcome letters for formal meetings including disciplinary and grievance letters.
7. Liaise with Organisation's external employment law, HR and health & safety advisors ensuring relevant advice is implemented.
8. Manage absence in line with the absent management policy and address issues accordingly.
9. Ensure compliance with GDPR and maintain confidentiality of employee information and Organisation's data.
10. To complete all organisational HR administration
11. To collate and report on all current absence KPIs and any future implemented HR KPIs

Business Support and Compliance

1. Act as first point of contact for the Organisation's external Data Protection Officer ensuring all governance, policy and procedure is current and implemented
2. Oversee Health & Safety administration and compliance monitoring including Environmental Health, First Aid, COSHH, Risk Assessment, in conjunction with department managers and external Health and Safety Advisor.
3. Manage, review and action DSE assessments for all relevant staff.
4. Manage complaints procedure
5. Lead in all IT support matters, including website development / maintenance, CCTV, alarm systems and all software packages. Regularly liaise with outsourced IT support provider and provide an interface for users.
6. Provide advice on all IT related matters including cyber security and user training.
7. Undertake, and support the COO and Registered Manager with internal audits when required

Personal Accountability

1. Act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication to include constructive feedback for self and colleagues.
2. Pro-active ownership of all HR matters, Business Support and Compliance
3. To participate in staff, management, senior leadership team and Trustee meetings as required making a constructive contribution.
4. To contribute to effective communication with customers, volunteers, trainees, their families / friends and other staff members.
5. Be a change agent, constantly reviewing service delivery in conjunction with the Chief Operating Officer.

Project Work

1. Undertake ad-hoc projects as directed by the Chief Operating Officer from time to time.

Additional Requirements:

1. Attend all training courses as directed by the Line Manager and be responsible for maintaining and improving own knowledge and skills through experience and

training.

2. Adhere to Apuldrum Policies and Procedures.
3. Willingness to work flexibly to meet the needs of the service.
4. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the service.
5. Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of customers, trainees and colleagues.

Person Specification

ESSENTIAL	DESIRABLE
Senior leadership and management experience in excess of 5 years with requisite qualification in HR, Health and Safety or leadership (management at an equivalent level may be considered).	Level 5 or above CIPD member or equivalent and relevant experience in a people management role.
Demonstrable experience with HR procedures and knowledge of general HR policies.	Knowledge of Safeguarding for vulnerable adults
Proven experience of operational management within an organisation with a turnover of £1M+	
Detailed understanding of UK employment law, compliance and payroll.	
Demonstrable experience of people management and HR issue resolution	
Excellent verbal and written communication skills and experience of stakeholder relationships	
Self-motivated and able to manage high levels of delegated authority	
Good working knowledge of governance including company, commercial and charity law / regulation.	
Ability to work unsupervised and to use own initiative. Well organised with demonstrable experience of task prioritisation, accuracy and effective time management.	Previous experience of lone / remote working
Commitment to continuous learning, training and professional development	
Friendly and engaging personality Strong customer service skills Can-do attitude	
Able to work flexibly	Full driving licence and car owner
Excellent IT skills including confidence in using a variety of MS Office applications, e.g., Excel, Word, Outlook.	