

ROLE PROFILE

Head of Human Resources

Reporting to:

Finance and Operations Director

Role purpose:

To lead team to provide operational and project-based support to the business to enable us to offer the best possible service to our clients and customers.

Responsibilities

- Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- To train and coach HR team and line managers on a range of disciplinary, grievance and long-term sickness issues acting as on-site support when required
- Develop and coach the HR/Payroll team
- To develop the HR framework in line with the Cove culture; bringing to life our ways of working for the operations team
- Lead delivery of key projects as agreed with the Finance and Operations Director
- Manage the TUPE process in its entirety for new contract openings
- Lead team to design and delivery of in-house training courses e.g. disciplinary skills
- Ensure our contracts, policies and team handbook are up to date and compliant
- Make sure each team member has a great induction into the business
- Support the business in creating the best team experience gaining recognition externally e.g. awards, press articles, recognition schemes
- Develop team benefits and lead to team to deliver them
- Oversee management of Dayforce
- Develop our HR KPIs and work with the operations team to make improvements e.g. team turnover or absenteeism
- Support the recruitment process by ensuring we attract the best talent and make the best hires into the business
- Manage insurances and claims
- Develop a recognition and long-service programme
- Ensure the HR team and our processes are GDPR compliant
- Compile national statistics
- Coordinate the gender pay gap reporting and looking at action plans for the business in this area
- Advise senior leadership team on performance management and redundancies

<p>Progression in role:</p> <p>Basic</p> <ul style="list-style-type: none"> • CIPD fully-qualified • Experience in HR management • Track record of managing ownership transitions and TUPE • Some knowledge of the Cove brand and ethos 	<p>Training for role</p> <p>Company orientation and induction Time in all departments to understand function, structures and outputs Competency in PowerPoint, Excel and Microsoft Word DayForce introduction Health and Safety Fire Safety Manual Handling GDPR – E-Learning</p>
<p>Expected – 6 months</p> <ul style="list-style-type: none"> • All relevant policies, contracts and team handbook have been thoroughly cross-checked with business leaders and are current and available for team access • Observed (or co-delivered) HR training modules designed and delivered at least once and feedback given to team • Able to navigate DayForce and act as adviser • Acts as high-level adviser to senior leadership team • Works with Head of Culture and Development to dovetail all training and people policies so there is consistency • Visited, and is knowledgeable of, all Cove UK parks • Has forged excellent working relationships with teams • Loaded relevant managers' forms onto Cove intranet or similar • Conducts disciplinary and absence meetings for managers 	<p>Excel competent IT skills to load content onto intranet Advanced DayForce Diversity and Inclusion Anti-Money Laundering</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Works with team to populate role profiles and PDRs, linked to progression • Assists with internal and external interviews for job vacancies 	<p>DISC profile qualified and practitioner</p>
<p>Excellence</p> <ul style="list-style-type: none"> • Recruits, mentors and coaches HR advisers to develop ability to take on a range of tasks 	<p>Coaching qualification (CMI recommended)</p>
<p>Key Measures</p>	

- Team NPS
- Owner and Holidaymaker NPS
- Team retention