**Role Profile**

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| **Overview** |
| Role | Head of HR |
| Main Purpose | To set the strategic direction and ensure the efficiency and performance of the central global Human Resources function of the organisation |
| Department | Operations |
| Location | Head Office or remote UK working |
| Reporting To | Chief Operating Officer |
| **Main Duties** |
| * As part of the Senior Leadership Team, working to help set and implement the strategic direction globally for the global HR function
* Delivering high quality HR advice to staff and managers in relation to all aspects of the employee lifecycle ensuring compliance with policies, employment law and regulations
* Provide HR support on all aspects of operational HR including recruitment across Head Office and wider group.
* Responsibility for management of all complex ER cases (incl sickness, performance management, grievance and disciplinary processes)
* Champion the development of people management skills within the group
* Identify and drive the continuous improvement of HR systems and practices
* Develop, lead and drive forward key HR initiatives globally – wellbeing, D&I, Reward, Recruitment
* Line management of UK/US HR and Talent Development team, with dotted line support to Global HR
* Understand and uphold the standards outlined in the Hope for Justice Safeguarding policies, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with our work and reporting concerns if they do arise.
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| **Key Result Areas** |
| * HR strategic direction set and worked to annually
* HR queries responded to promptly and with accuracy
* HR systems and practices developed for efficiencies
* People Management development
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| **Soft Skills** | **Technical Skills** |
| * Excellent organisational/prioritisation skills
* Ability to multi-task
* Ability to meet deadlines
* Ability to identify staff development needs
* Strong verbal and written communication skills
* Ability to manage and direct staff
 | * Ability to write and present information
* Generalist HR experience
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| **Experience & Education** |
| * Minimum level 7 CIPD qualified or equivalent
* Extensive experience of leading a team and setting strategic direction
* Proven experience facilitating, advising, guiding and supporting line managers on a range of Employee Relations issues
* Demonstrable understanding of HR compliance with legislation
* In depth knowledge of best practice HR operations & processes
* International HR experience, desirable.
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