

JOB DESCRIPTION

Job Title:	HEAD OF PEOPLE
Accountable to:	LEGAL DIRECTOR
Accountable for:	PEOPLE FUNCTION
Grade:	10
Place of Work:	NATIONAL OFFICE
Hours of Work:	UNSPECIFIED

1. PURPOSE OF THE ROLE

Reporting to the Legal Director, this is a strategic and tactical role linked to the implementation and delivery of core objectives and initiatives across the GMB Union organisation, geared towards cultural change and an emphasis on growing the union around a strategy of “making work better”. The role will contribute to develop plans for a variety of employment and people-centred matters linked to the continuous improvement of delivery of union services covering compensation and benefits, organisation design, mobility, people and performance management, employee communications, employee and industrial relations and a comprehensive programme of through employment training/learning and development.

2. MAIN DUTIES & RESPONSIBILITIES

- To provide a professional people management service for the whole of the GMB that will meet the operating needs of the Union’s management and staff.
- To be responsible for developing and supporting implementation of the people strategy across the organisation, in line with Union initiatives and ensuring implementation, with the primary focus being on supporting the building of the union
- To structure and manage the Union’s People management training and related ancillary functions and make sure these functions are adequately resourced and support the aims and objectives of the organisation.
- To protect the Union against litigation by providing specialist knowledge and advice and using own discretion where appropriate, to review the merits, or otherwise of individual legal proceedings against the union and to define a strategic defence recommending or approving settlement of disputes where warranted on the Union’s behalf in order to protect its position.
- Assume ultimate responsibility with the Legal Director and wider SMT for ensuring that the

Union conducts its business in compliance with applicable employment laws and regulations in our various jurisdictions (e.g., England & Wales; Scotland).

- Responsible for contributing to broader strategy across the whole of the organisation, in line with Union initiatives.
- To work closely with the SMT advising on all people matters, including as required, on current and potential future organisation design as the needs and focus of the Union evolves and changes.
- Develop and implement HR policies and procedures that will be up-to date progressive and appropriate to the needs of the Union, acting as key custodian to these and ensuring dissemination of the same, and any updates.
- To develop and manage the budget of approx. £1.5 million and be responsible and accountable for the performance of the People Management and training functions, delivering against agreed plans and budgets.
- To assist the SMT in promoting communication and dialogue across the Union to the benefit of information flow, to embed best practice and to ensure financial discipline, management control and operational direction of the union.
- Overall responsibility for delivering the training and development strategy across the GMB for employees and Central Executive Committee (“CEC”) members.
- Promote a mindset of “safety first” and continuous safety improvement in all the related advice and services that the Union provides.
- To advise the Finance Director on employment issues (e.g., as they relate to accruals provisioning, and budgeting aspects generally) for reporting to the Finance and General Purposes Committee.
- To develop and support through employment development and training as well providing updates to Senior Organisers, Regional Secretaries and other managers, so that they can carry out their duties and responsibilities to the required standard.
- To get involved in any adhoc tasks or projects, as determined by the Legal Director/SMT/ CEC and as may be required, from time to time.

(Further detail in respect of specific tasks and duties linked to the role are at Appendix A)

3. KEY JOB REQUIREMENTS

- Degree in HR, psychology, or a related discipline.

- HR certified competence in CIPD level 7 Advanced Diploma or equivalent work experience [with at least 10 years generalist and ER experience preferred].
- Thorough and in-depth knowledge of industrial relations, employment law and practical experience of negotiating and consulting with employee representatives and external union officials.
- Good working knowledge of employment tax matters as they relate to UK.
- Demonstrable experience of financial planning and budgetary management.
- Ability to build and maintain healthy working relationships with a diverse range of key stakeholders both internally and externally, whilst demonstrating independence and objectivity of thought.
- Excellent communication skills, both written and verbal.
- Advanced keyboard skills including use of Word, Excel, PowerPoint and presentation programs.
- A proven record of successfully handling negotiating and consultative meetings and drafting jointly agreed agreements.
- Experience of drafting HR policies and procedures and their dissemination.
- Ensure a robust recruitment induction and ongoing development programme is in place for all employees within the remit of the role, and that it reflects best practice.
- Practical experience of managing a function to nurture, and develop internal talent, ensure capable succession planning and ensuring that the team is properly motivated, trained and developed in order to perform their duties to standard.
- Experience of introducing change and assisting management to achieve the change process.

4. BEHAVIOURS AND COMPETENCIES

- Proactive approach to work and uses own initiatives to implement improvements.
- Sets high standards of work for self, and team members and consistently achieves these.
- High level of integrity and honesty, with commitment to sound organisational standards and the principles of union governance.

- Leads by example and provides honest and clear leadership that contributes to the Union's organisational efficiency and effectiveness.
- Listens attentively to the perspectives of others and provides constructive feedback or coaching as required.
- Flexibility and adaptability are a must; this is a high-ranking senior post in the union and the post-holder will regularly work outside of regular hours to meet the needs and demands of the role.
- Excellent Strategic thinking and management skills.
- Self-driven and confident and with an ability to work under pressure.
- Ability to work on own initiative and make difficult decisions.
- Confidence and ability to explain GMB position to all groups.
- Exhibits the Unions core values – integrity, respect, fairness, making work better, etc.

AUGUST 2021

APPENDIX A – Head of People Management

SPECIFIC TASKS AND DUTIES

1. Employee Relations

You will advise senior managers on all aspects of internal industrial relations matters:

- i. Preparing items for consultative/negotiating meetings for the NNC;
- ii. Developing effective working relationships with all managers and accredited representatives;
- iii. overseeing a fundamental review of all Human Resource related policies and procedures;
- iv. developing and implementing a new system of Job Evaluation;
- v. Building People management infrastructure across the union to support the strategic aims of the organisation;
- vi. Ensuring good communications and monitoring the implementation and maintenance of collective agreements;
- vii. Take initiative to deal with regional issues (devolved nations and Ireland) /problems, providing advice to Senior Managers in dealing with sensitive and confidential matters;
- viii. To maintain in depth knowledge across employee relations and employment law in order to advise best practice;
- ix. Dealing with difficult situations in a professional manner;
- x. Handling issues that are of a sensitive nature and providing written advice for resolution;
- xi. To manage the union's service to members in relation to member complaints, providing information and advice and coordinating the case management process;
- xii. Advise on and contribute to the development of the policy framework through which member complaints are responded to by the union, retaining overall responsibility for ensuring practice and process adherence.

2. Remuneration and Benefits/Terms and Conditions

- I. To develop and advise on compensation and benefits policies for the management group and staff.
- II. Responsible for advising on all aspects of the Union's grade structure and advising on where new jobs would fit within the structure.
- III. Overall responsibility for updating, organising maintaining best practice of the union's job evaluation scheme, ensuring best practice is applied at all times.

3. Employment Law and Legal Matters

- i. Provide management with timely and practical advice on employment and legal matters, eg, disciplinary cases, legal points of law, contracts of employment.
- ii. Prepare documentation and statements for Tribunals and liaise with solicitors regarding case management.
- iii. Supporting and advising Regions (devolved nations and Ireland) in responding to Member's legal cases against the union, where appropriate.

4. Training, Learning and Development

- i. Assess organisational and individual employee training needs and devise personal development plans and attend regular meetings with senior managers to implement training solutions.
- ii. Work alongside external training providers on any training programs and commission their services.
- iii. Work with the National Education Officer and Development Advisor to implement a thorough career learning and development strategy for staff, encompassing member training where appropriate.

5. Employees Capability Management/Monitoring Performance

- i. Advise on assessing capability in relation to the GMB policy and procedure. This can have significant resource implications for the Union.

- ii. Overall responsibility for developing and monitoring the application of the union's PDR process, to ensure it supports union growth and is applied consistently and fairly across the whole organisation.

6. Absence, Sickness and Occupational Health Matters

- i. Develop, implement and maintain wellbeing, absence and sickness policies and procedures for the Union.
- ii. To have access to all GMB employee records across the Union to maintain oversight of all patterns and trends with staff absence and sickness, advising and supporting managers when case management processes commence.
- iii. Develop policies around wellbeing at work to support improved performance and attendance.
- iv. To monitor, advise and recommend to the Senior Management Team any changes to the Occupational Health policy. To be responsible for the implementation and management of the service, including contracts.

7. Recruitment

- i. Advise on recruitment procedures to ensure that they are understood and followed consistently across the Union in line with our equal opportunity policy.
- ii. To lead on the provision of HR support for appointment panels for positions such as Regional Secretary, National Secretary and other senior positions within the Union.
- iii. To ensure all GMB vacancies are circulated and added to the GMB website.

8. Communication

- i. To maintain the highest levels of confidentiality that builds and foster trust with colleagues.
- ii. To provide advice on GMB terms and conditions in a format for Senior Managers and Employees. Be responsible for communicating to all levels within the GMB, changes to terms and conditions brought about by collective bargaining or statute changes.

9. Data & Reporting

- i. To bear responsibility for presenting statistical data reports to SMT (and CEC where appropriate) on staffing matters ranging from sickness and absence, ethnic minority gap, occupational health, etc, maintaining confidentiality at all times.

10. General Matters

- i. To be responsible for handling any delegated items from the Legal Director/SMT /CEC as required.