


Just for Kids Law People and Resources Manager

	Role Description
Role	People and Resources Manager
Reporting to:	Director of Finance and Resources
Organisation purpose:	<p>Just for Kids Law exists to work with and for children and young people to hold those with power to account and fight for wider reform.</p> <p>We do this by providing legal representation and advice, direct advocacy and support, and through strategic litigation, campaigning and equipping others to work for children’s rights.</p>
Context:	The Central Directorate includes JfKL’s Administration, Finance, HR, Communications, and Fundraising functions. The Central Directorate aims to provide high quality support across the organisation; it is also the first point of contact for both visitors and telephone enquiries.
Role purpose	The People and Resources Manager is responsible for all aspects of HR administration managing a busy office and supporting the charity’s central operations.
Key accountabilities	Key activities/tasks
People Operations	<p>Responsibility for the day to day delivery of the HR function:</p> <ul style="list-style-type: none"> • Providing and overseeing administration of employee-related paperwork such as employment contracts, contract variation letters and new starter packs • Overseeing and following all HR processes and procedures and ensure that they are up to date reflecting best practice, JfKL’s strategy and current legislation • Maintaining the HR management system and ensure staff are supported to use the system effectively • Overseeing staff attendance, sickness and leave monitoring, including reporting to SMT and the board • Managing the recruitment process for new staff ensuring EDI and best practice is followed, this may include screening and sifting of applications • Facilitating the effective integration of new staff by coordinating the HR elements of the onboarding process, supporting people managers as needed • Supporting offboarding procedures, including final salary calculations, exit interviews, closure of records/accounts and providing references • Providing HR administrative support to the legal team including renewing practising certificates, maintaining CPD training records and training development

	plans etc.
People Support	<ul style="list-style-type: none"> • Supporting line managers on a range of HR issues to ensure HR policies and procedures are correctly understood and implemented • Leading on the provision of staff wellbeing initiatives to maximise staff engagement, morale and retention, including management and promotion of non-contractual benefits • Providing mediation between conflicting parties when appropriate and working closely with managers and colleagues to resolve employment issues • Enabling a culture of learning and development by identifying and resourcing formal training opportunities, supporting informal learning and development activities, and tracking progress • Liaising with IT support to identify & address staff digital training needs across the organisation. • Informing employees of their rights and entitlements and keeping them up to date on any changes that are made.
Office Management	<p>Overall responsibility for the smooth day to day running of JfKL offices:</p> <ul style="list-style-type: none"> • Managing our central infrastructure, taking responsibility for the procurement and management of contracts for services. • Developing and implementing organisational wide policies, systems and strong working practices • Ensuring offices & equipment maintain health and safety standards and are kept clean and tidy • Ensuring building and office space issues are managed proactively and engage contractors for repairs renewals and maintenance where appropriate. • Negotiating health and safety contracts, updating relevant records and undertaking risk assessments as appropriate. • Developing and maintaining health and safety policies, including office crisis management and continuity policies • Liaising with the building's manager with regard to office facilities. • Overseeing adaptations to the office in relation to special requirements, such as individual staff needs or situations such as COVID-19 • Supporting the Resources Officer as first point of contact for the JfKL phone line and info@ mailbox as needed • Undertaking any related tasks as deemed appropriate by the Director of Finance and Resources or the wider Senior Management Team.
Data Protection & Management	<p>Supporting the organisation's responsibilities with regard to data protection and file retention:</p> <ul style="list-style-type: none"> • Overseeing secure archiving of client legal files, in line with data protection requirements. • Acting as Assistant Data Protection Officer (ADPO) and overseeing management of data protection processes and systems, such as regular GDPR reviews and regular file deletion • Acting as first point of contact for staff queries relating to data protection, with

	support from the Data Protection Officer (DPO)
Team leadership	<p>Managing staff, providing them with good leadership, specifically including:</p> <ul style="list-style-type: none"> • Ensuring team members understand what is expected of them • Providing regular supervision and appraisal • Identifying development needs of team members and act as coach when required • Contributing to creating a culture of continuous learning • Conducting regular reviews of team performance and providing constructive feedback to both the team and individuals • Acting as a role model in terms of behaviour and performance at work
General responsibilities	<ul style="list-style-type: none"> • Attending and participating in internal meetings as required • Being a positive, cooperative, and constructive team member, upholding the values of JfKL and representing and promoting our organisation and our work • Complying with JfKL's monitoring and recording requirements • Carrying out all work with full adherence to JfKL's values, policies and procedures • Promoting Equality and Diversity principles in all aspects of work
Other duties	<ul style="list-style-type: none"> • This role is currently expected to attend our London office at least 2/3 days per week • Carrying out any other duties which fall reasonably within this role.
<p>Updating this role description</p> <p>This is a description of the job as it is presently constituted. It is the practice of Just for Kids Law to periodically review role descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.</p>	

	Essential (must have in order to carry out the work)	Desirable (not essential but preferable)
Knowledge <ul style="list-style-type: none"> • Understanding of good practice in HR • Knowledge of good practice in office health and safety • Knowledge of UK employment law • Good knowledge of IT systems and computer software • Good knowledge of communications equipment 	x x x x	x
Experience <ul style="list-style-type: none"> • Proven experience in HR and administrative responsibilities in a similar role • Experience of setting up, maintaining and managing HR systems or processes in an office environment • Experiences of successfully managing multiple and competing priorities in a busy environment • Experience of liaising with external agencies or providers and working with them to resolve problems • Experience or knowledge of UK Human Resources law and management. • Experience of computerised Human Resources Management systems. • Experience of Facilities management • Experience of managing health and safety for a similar organisation • Experience of HR case management • Experience of working in a legal organisation 	x x x x x x x	X x
Qualifications and training <ul style="list-style-type: none"> • Minimum Level 5 CIPD qualification or equivalent • Evidence of broad education to at least A-level standard or equivalent. 	x x	
Skills and abilities <ul style="list-style-type: none"> • Ability to manage, supervise and support staff members • Excellent written and verbal communication skills • Excellent attention to detail • Ability to work effectively with staff at all levels across the organisation, and to build positive relationships • Able to act independently, use own initiative and take responsibility to get things done • Good time management skills and the ability to meet tight deadlines • Effectively able to multi task and deal with shifting responsibilities from 	x x x x x x	x

<p>across the organisation</p> <ul style="list-style-type: none"> • Empathy and excellent people skills including the management of sensitive situations • the ability to manage complex and highly confidential information with absolute discretion and a high degree of personal integrity • A high level of computer literacy with an excellent standard of writing as well as enhanced digital skills in Microsoft applications (Word, Outlook, PowerPoint, Excel, etc.) • Ability to communicate with a variety of people in a friendly, professional and confident manner 	<p>x</p> <p>x</p> <p>x</p> <p>x</p>	
<p>Qualities</p> <ul style="list-style-type: none"> • A highly trustworthy and organised individual with an ability to problem solve. • Ability to maintain a high degree of confidentiality in relation to a range of information • Friendly, approachable and professional who can co-ordinate and juggle numerous tasks. • Respect young people and champion effectively for their rights. • Energetic, self-motivated and organised individual demonstrating interest in and commitment to the organisation's objectives. 	<p>x</p> <p>x</p> <p>x</p> <p>x</p>	<p>x</p> <p>x</p>
<p>Other requirements</p> <ul style="list-style-type: none"> • Prepared to work out of hours occasionally • Willing to attend training 	<p>x</p>	<p>x</p>

August 2021