

Job title	People and Culture Manager
Reports to	Director of Finance and Corporate Services
Direct Reports	None
Division	Finance and Corporate Services
Grade	4
Salary	£44,000-46,000

Role Purpose:

- Lead the delivery of effective, efficient HR operations across the full employee lifecycle.
- Act as a trusted partner to managers and staff, supporting day-to-day HR needs while ensuring compliance and continuous improvement.
- Drive key initiatives including diversity and inclusion, staff engagement, and performance development, contributing to a positive and inclusive culture.
- Contribute to the development and delivery of the organisation's people strategy by providing insight from operational HR activity and supporting the implementation of strategic initiatives.

Responsibilities and Duties:

Payroll and Benefits

- Process and reconcile monthly and fortnightly payroll, investigating and resolving variances, and responding to staff queries.
- Act as the primary contact for the external payroll provider, ensuring service levels are met and regulatory changes are enacted.
- Process tax code changes and pension submissions and annual P11D processes, ensuring timely payments to HMRC and other providers.
- Administer staff benefits including enrolment, changes, and renewals, working with providers as needed.

Recruitment and Employee Lifecycle

- Support hiring managers with recruitment planning, advertising, compliance checks, and documentation.

- Manage relationships with recruitment agencies and maintain best-practice recruitment guidance.
- Implement and oversee onboarding and offboarding processes and ensure accurate records and effective HR administration throughout the employee lifecycle.
- Provide first-line support for general HR queries and coordinate staff engagement activities such as surveys

Learning and Performance

- Coordinate the organisation's HR specific training offer. Monitor organisational training completion and maintain accurate records.
- Develop and maintain frameworks for performance management and development, including annual appraisals and regular feedback.
- Support Managers in addressing performance concerns and applying HR policies appropriately.

Technology

- Maintain and improve the HR system, ensuring data is accurate, complete, and up to date.
- Identify and implement additional technologies where appropriate, to support modern and efficient HR processes.

Diversity, Equity and Inclusion (DE&I)

- Lead the development and delivery of the organisation's DE&I strategy, including tracking progress and impact.

Safeguarding

- Support organisational safeguarding and, with training, develop into CIEH's safeguarding lead to identify risks and implement appropriate procedures.

HR Projects

- Lead and contribute to HR-related and cross-organisational projects.
- Proactively identify and implement opportunities for improvement in HR systems, processes, and practices.

Compliance and Risk

- Ensure HR compliance with statutory reporting requirements, data protection legislation and employment law.
- Maintain CIEH's HR policy library, coordinating reviews and updates in line with legislative changes or internal developments.
- Maintain a HR risk register and escalate concerns where appropriate.

Strategic Input and Delivery Support

- Contribute to the development and review of the organisation's people strategy by offering insight into workforce trends, HR processes, and staff needs.
- Monitor KPIs and support the implementation of strategic people initiatives.

Budget Management

- Manage the HR operational budget, including training, recruitment, and staff engagement costs.

Undertake such other reasonable duties as required in accordance with the jobholder's position and status.

Person Specification:

Experience and qualifications

Essential

- Proven experience in a generalist HR role, ideally as the sole or lead HR professional
- Confident managing the full employee lifecycle independently
- Sound working knowledge of UK employment law and HR best practice
- Demonstrable experience developing HR policies, processes and documentation
- Experience managing payroll
- Qualified to CIPD level 5 or above (or equivalent experience)
- Skilled in using and administering HR systems and other technologies

Desired

- Experience in charity, not for profit or membership sectors
- Experience of implementing and developing HR systems
- Experience working with and managing external HR providers
- Familiarity with safeguarding and wellbeing initiatives

Skills and personal qualities

- Excellent interpersonal and communication skills and ability to build trust and credibility across all levels
- Technology driven, with a proactive approach to improving processes
- Organised, self-sufficient and comfortable working independently
- Able to handle sensitive and confidential information with discretion
- Collaborative and proactive approach to problem-solving
- Willingness to seek external advice or escalate issues when appropriate
- Commitment to equality, diversity and inclusion.

CIEH is an equal opportunities employer