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| **JOB DESCRIPTION** | **HUMAN RESOURCES MANAGER** |

**1. Post Details**

Post Title: Human Resources Manager

Location: Deepdene House, First Floor, 30b Bellegrove Road, Welling, Kent DA16 3PY but travelling to services as required.

Salary Scale/Grade: (available upon request) working 5 days a week

Line Manager: People and Engagement Director

**2. Job Summary**

Therapeutic optimism is at the heart of Bridge’s work. We believe that all clients with mental health challenges can make positive changes to their lives, and all staff contribute to supporting this journey.

The HR Manager is a senior role, responsible for delivering a professional, hands on HR service to the organisation. Reporting directly to the People & Engagement Director, the postholder will provide guidance and support on employment law, employee relations, TUPE processes, GDPR compliance, and HR operations, assisting the Director with complex cases.

The postholder will have strong knowledge of TUPE, employment law, drafting contracts, employee relations, and GDPR, and will act as a trusted advisor to managers and the HR team, supporting consistent and compliant HR practices across the organisation.

The HR Manager will oversee and mentor the HR team, including HR Administrator, HR Administrator (Essex), and L&D Officer, ensuring consistent HR service delivery, professional development, and adherence to policies and procedures.

**3. Main Relationships**

**3.1** People & Engagement Director (line manager)

**3.2** Executive Team and Senior Management Team

**3.3** HR Department HR Administrators, (with a dotted line into People and Engagement Director), overseeing their HR activities, providing guidance, mentoring, and support

**3.4** External partners, solicitors, and regulatory bodies

**4. Main Duties**

Human Resources

**4.1** Lead on employee relations casework, including disciplinary, grievance, capability, absence management, and investigations, ensuring fair, timely, and legally compliant outcomes.

**4.2** Provide expert, up-to-date advice and guidance on employment law and HR best practice to managers and the Executive Team.

**4.3** Support the People & Engagement Director on TUPE processes, providing knowledge, guidance, and operational support where required.

**4.4** Draft, review, and update contracts of employment, HR policies, and other employment documentation, ensuring legal compliance and alignment with organisational values.

**4.5** Work with the People and Engagement Director to partner with managers, providing coaching and support to help them manage people matters effectively and confidently.

**4.6** Oversee recruitment and resourcing processes, ensuring compliance with safer recruitment and right-to-work requirements.

**4.7** Support the development and implementation of performance management frameworks, promoting accountability and high performance.

**4.8** Support the People and Engagement Director to provide leadership, oversight, and mentoring to the HR team, including HR Administrators, and L&D Officer, ensuring consistent HR service delivery, compliance, and professional development.

**4.9** Promote equality, diversity, inclusion, and wellbeing across all HR activities, embedding best practice throughout the organisation.

**4.10** Ensure HR systems, processes, and data management (including HRIS (SAGE HR) and SharePoint) are compliant, efficient, and fit for purpose.

**4.11** Ensure compliance with GDPR and data protection requirements in all HR processes, including secure storage of employee records.

**4.12** Manage and oversee Subject Access Requests (SARs) and other HR-related data requests in line with legal obligations.

**5. Learning & Development / Engagement**

**5.1** Work with the L&D Officer and People & Engagement Director to ensure training and development priorities support organisational goals and legal requirements.

**5.2** Provide advice, input, or occasional delivery of workshops/training for managers on HR and employee relations topics, where required, to enable the People & Engagement Director to focus on strategic priorities.

**5.3** Contribute to initiatives that improve employee engagement and strengthen organisational culture.

**6. Quality & Governance**

**6.1** Maintain up-to-date knowledge of employment law, case law, HR trends, and GDPR requirements, ensuring the organisation remains compliant and forward-thinking.

**6.2** Support the People & Engagement Director in quality assurance, compliance, and audit processes relating to HR and workforce matters.

**6.3** Provide HR metrics and reporting to inform organisational strategy and workforce planning.

This role will evolve as Bridge grows and the needs of the organisation change. From time to time, the job description will be reviewed and amended to reflect new priorities, responsibilities, or organisational developments. The postholder is expected to be flexible and adaptable to these changes.

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| Bridge Support | | PERSON SPECIFICATION **HUMAN RESOURCES MANAGER** | | |
| CRITERIA | | ESSENTIAL | | DESIRABLE |
| **Qualifications/**  **Experience** | | • CIPD Level 5 minimum or working towards Level 5 • Significant HR generalist experience at Manager level • Strong understanding of UK Employment Legislation • Experience supporting ER casework, TUPE, and HR policy implementation • Experience drafting and reviewing contracts of employment • Experience providing HR guidance/advice to managers and senior leadership • Experience mentoring and supporting HR teams | | • Experience in the not-for-profit or health/social care sector  • Experience in quality management systems and organisational compliance  • Experience leading HR projects or initiatives across multiple services/business areas |
| **Knowledge** | | • Strong knowledge of employment law and HR best practice • Knowledge of TUPE processes and ability to support complex transfers • GDPR and data protection compliance knowledge, including handling Subject Access Requests (SARs) • Familiarity with HR systems (E.G. SAGE HR), HRIS, and Microsoft Office Suite | | • Knowledge of business process improvement or redesign  • Familiarity with project management tools |
| **Skills/ Abilities** | | • Excellent organisational and prioritisation skills; able to manage high workload • Strong decision-making, judgment, and problem-solving skills • Excellent communication skills (written, oral, negotiation) with the ability to influence managers and leaders • Ability to work independently, with initiative and minimal supervision • Attention to detail and accuracy • Ability to mentor and guide HR colleagues and managers • Ability to maintain confidentiality and handle sensitive information • Strong IT skills including HRIS and SharePoint | | • Budget management experience  • Experience delivering workshops or training sessions to managers |
| **Equal Opportunities** | | • Excellent awareness of equality, diversity, and inclusion best practice and implications in supporting organisational culture | |  |
| **Other** | | • Commitment to Bridge values and ethos • Flexible and adaptable to changing priorities • Willingness to undertake continuous professional development • Knowledge of Health & Safety practice | |  |