

## JOB DESCRIPTION

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**Job Title:** HR Manager

**Reporting to:** Business Operations Director

**Purpose:** The HR Manager will lead and manage all aspects of human resources, including talent acquisition, employee engagement, performance management, compliance, and organizational development. The role will play a key role in shaping our people strategy and ensuring our team thrives in a fast-paced, tech-driven environment.

**Key Responsibilities:**

- Develop and execute recruitment strategies.
- Manage end-to-end hiring processes, including job postings, interviews, and offers.
- Salary reviews, role benchmarking and employee benefits levelling.
- Oversee onboarding programs to ensure smooth integration of new hires.
- Advise Joulen Management Team on delivering a positive and inclusive workplace culture.
- Act as a point of contact for employee concerns and conflict resolution.
- Lead performance review cycles and support managers in goal setting.
- Identify training needs and coordinate learning & development programs.
- Organise and support succession planning.
- Maintain HR policies and ensure compliance with relevant laws and regulations.
- Manage HRIS systems and employee records.
- With the Management Team and Finance, supervise Joulen benefits.
- Collaborate with leadership on workforce planning and organizational design.
- Review and analyse HR metrics to inform decision-making and improve processes.
- Any other duties as determined reasonable by the Business Operations Director.

**Job Title:**  
**Reporting to:**

**Executive Assistant**  
**Business Operations Director**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Qualification/ Attainments	<ul style="list-style-type: none"> <li>Bachelor's degree in human resources, Business Administration, or related field.</li> </ul>	<ul style="list-style-type: none"> <li>CIPD membership and Level 5 Associate Diploma in People Management.</li> </ul>
Relevant Knowledge and Experience	<ul style="list-style-type: none"> <li>At least 5+ years' HR generalist experience.</li> <li>Blended (perm/contractor) workforce experience.</li> <li>Strong employee relations experience.</li> <li>Proven recruitment and talent acquisition experience.</li> <li>Proven performance management skills.</li> <li>Proven experience of developing HR policies and procedures.</li> <li>Experience in diversity, equality and inclusion practices.</li> <li>IT industry experience.</li> </ul>	<ul style="list-style-type: none"> <li>International employee management.</li> <li>IT and or Energy sectors experience.</li> <li>IR35 (inside) contractor experience.</li> <li>L&amp;D (design and delivery) experience.</li> <li>Change management experience (organisational change, restructures and cultural changes).</li> </ul>
Skills & competencies	<ul style="list-style-type: none"> <li>Strong knowledge of UK employment laws and HR best practices.</li> <li>Experience with HRIS systems and data-driven HR strategies.</li> <li>Strong interpersonal and communication skills both oral and written.</li> <li>Self-motivated, able to work on own initiative and as part of a team.</li> <li>Strong planning and organisational abilities with excellent attention to detail.</li> <li>Problem solving skills.</li> <li>Effective time management skills.</li> <li>Ability to handle confidential information and discretion.</li> </ul>	<ul style="list-style-type: none"> <li>International employment law and tax.</li> <li>Commercial awareness.</li> </ul>
Circumstances	<ul style="list-style-type: none"> <li>This is an office-based role.</li> </ul>	<ul style="list-style-type: none"> <li>Work additional hours if required.</li> </ul>