

## Passenger Focus Job description

**Title: HR Manager (part-time, 3-4 days per week)**

**Package: £33,500 (Full-time equivalent), civil service pension arrangements**

**Line manager: Resources Director**

### **The organisation**

Passenger Focus is the independent national rail consumer watchdog. We have two main aims; to influence both long term and short-term decisions and issues that affect passengers, and to help passengers through advice, advocacy and empowerment.

With a strong emphasis on evidence-based campaigning and research, we ensure we know what is happening on the ground. We use our knowledge to influence decisions on behalf of rail passengers and work with the rail industry, other passenger groups and governments to secure journey improvements.

Our vision is ensure that the rail industry and governments are always **'putting rail passengers first'**

This will be achieved through our mission of **'getting the best deal for rail passengers'**

Over the coming months the role of the organisation is being extended to include bus and coach passenger representation.

### **The role**

The HR Manager will report to the Resources Director and help take the organisation through the next stages of improvement and expansion through staff development and providing professional HR advice to managers and staff, and ensuring the HR policies provide an appropriate framework.

This will include ensuring that the organisation attracts and retains high quality staff by having appropriate employment terms, development and progression arrangements to support business plan delivery, as well as maintaining compliance with current legislation and HR practice. The HR Manager will also work with the executive team to ensure they are equipped to secure high levels of performance across the organisation.

The HR manager will be responsible for the professional development of the Finance and HR Co-ordinator who currently is responsible for the day to day personnel and payroll activities. The HR Manager will be expected to travel to the London office on a regular basis to provide support on any staffing issues.

This role is a part-time role (3-4 days per week)

### **Tasks and responsibilities**

- Help develop the capacity of the managers and staff to deliver the business plans, including Investors in People accreditation.
- Manage the Training and Development plans for the organisation to ensure staff and managers are supported in terms of development.
- Organise and assist in delivering training to ensure managers and staff are kept up to date with key changes in legislation and best practice.
- Provide HR support and advice to managers and staff on personnel issues such as performance management.
- Assist in developing and updating the positive action scheme including disability, race and gender.
- Ensure all staff and employment policies, are regularly reviewed and up to date
- Review and update the salary and grading structures to ensure they meet the changing needs of the organisation.
- Help promote and develop constructive staff representation processes to ensure staff have an effective voice and managers have an effective consultation body.
- Ensure personnel and payroll systems are appropriate and well maintained to provide the Management Team with accurate and up to date staffing information.
- Provide advice and support to the Remuneration Committee on key issues regarding pay and conditions of employment.
- Help draft the annual pay remit which sets the annual pay increase for agreement by the Remuneration Committee and Department for Transport.
- Manage any recruitment to ensure the organisation attracts high quality staff.
- Manage the periodic staff attitude surveys and provide managers with quality feedback.

## Passenger Focus Person specification

### Skills and competencies

#### Essential

- **Education/experience:** Degree level qualification (or equivalent) CIPD qualified or CIPD part qualified and experience of similar roles.
- **Organisational skills:** Ability to prioritise a range of tasks on a daily basis to meet deadlines and to ensure timely follow up on issues.
- **Initiative:** Ability to anticipate problems and suggest solutions; willing to tackle urgent tasks at short notice to meet deadlines. A self-starter.
- **Personal effectiveness:** Flexibility and an ability to prioritise work and working well under pressure.
- **Team Working:** Ability to work well with others within the team, across the organisation and with key customers to achieve objectives.
- **Communication and influence:** Ability to communicate information in a clear, concise and open manner.
- **Written skills:** Ability to present information, clearly, concisely. To be able to persuade others using information in presented in a recognised and logical structure.
- **IT skills:** Excellent knowledge and experience of using Microsoft Word and Excel. Experience of using Outlook and PowerPoint would be an advantage.

#### Desirable

- **Public sector pay:** Knowledge or experience of public sector pay systems and policies.

#### Contact details

If you are interested in applying for this vacancy please forward an email attaching an up to date CV to [tracy.west@reed.co.uk](mailto:tracy.west@reed.co.uk)

For an informal discussion about the role, please contact Tracy West on 07793 263 639.

All applications will be treated in the strictest confidence.