

# HR Manager

## *Candidate information pack*

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### **Role: Summary**

<b>Job title:</b>	HR Manager
<b>Salary Range:</b>	£41,294 - £48,177
<b>Department:</b>	Finance & Resources
<b>Status:</b>	Permanent, subject to the Library's general employment policies
<b>Location:</b>	St James's Square, London SW1
<b>Accountable to:</b>	Director of Finance & Resources
<b>Key relationships:</b>	Executive Team Management Team Library staff External HR Advisors and Training providers
<b>Purpose:</b>	To manage and deliver a comprehensive and efficient HR function. To provide professional advice and guidance on all matters related to human resources, employment contracts, salaries and remuneration; developing and implementing compliant, effective policies and procedures, and proactively ensuring these are adhered to across the Library. To maintain an awareness of current legislation and best practice in employment matters, managing the Library's responsibilities and risk, seeking guidance from advisors as required.

### **Role: Key Responsibilities**

#### **HR Administration, Processes, Policies and Systems**

- Develop, review and implement a comprehensive suite of HR policies, procedures, systems and processes, ensuring compliance with changing employment legislation and reflecting best practice.
- Communicate all policies (existing, updated and new) to managers and staff in a timely fashion, ensuring these are understood and put into practice, responding to queries and providing training as required
- Ensure relevant and up-to-date information and guidance, eg the Staff Handbook, are available and accessible to all
- Have oversight of HR systems and processes across the Library, ensuring that the established systems are adhered to and taking proactive measures to ensure standards

are maintained

- Ensure HR systems, staff personal files, organisation and structure charts are updated to reflect changes
- Ensure the Library fully complies with its UKVI and GDPR obligations as these relate to employment and volunteer or training opportunities
- Support the Director of Finance and Resources in the management of risk associated with HR matters, including preparation for audit processes; manage and implement recommendations arising from any internal or external audits undertaken

### **HR Advice, Support and Training**

- Support managers and staff across the full range of employee related queries, giving sound, pragmatic and effective advice
- Train and enable managers to understand and implement HR policies and processes

### **Employee Communication, Engagement and Wellbeing**

- Support and promote employee communication and engagement
- First point of contact for matters relating to trades union recognition
- Work with the Building & Facilities Manager to develop and implement appropriate Health & Safety policies and procedures, ensuring compliance with Health & Safety Regulations and maintaining records as required
- Monitor and report on absence levels, ensuring managers are adhering to relevant policies and advising on action
- Manage occupational health or other referrals, ensuring the maintenance of all records and data relating to OH, reasonable adjustments or disability

### **Workforce Planning, Recruitment and External Engagement**

- Support the Executive in the Library's approach to workforce and succession planning, assisting in the development of job roles as required
- Oversee and manage all recruitment and selection processes, maintaining and using an awareness of the current job market and different sectors to develop and advise on candidate packs, advertising and interview and test processes, ensuring that the recruitment and selection process meets the Library's requirements and standards
- Ensure all offers, contracts and employment checks (references, medical questionnaires) are compliant and processed in a timely fashion
- Monitor and report on the success of the Library's recruitment activity, and maintain an awareness of the Library's reputation with regards to employment
- Manage the Library's relationships with external recruitment partners and staffing suppliers, ensuring the Library's high standards are maintained

### **Performance, Training and Development**

- Maintain and develop a comprehensive induction programme for all new staff, ensuring understanding of the Library's key objectives, processes and procedures, and supporting a robust, effective and timely probation process
- Maintain and develop appropriate and effective appraisal and performance management processes to enhance staff development and performance
- Ensure adherence to the cycle of appraisal and performance review, maintaining records and implementing actions where necessary, eg updating job descriptions
- Ensure effective staff training and development plans, utilising in-house expertise where possible and working with responsible leads, eg Building and Facilities Manager for Health & Safety, to ensure all mandatory training is provided and completed

- Support, taking the lead where necessary, on disciplinary and grievance procedures. Providing support for managers to manage investigations and outcomes, ensuring appropriate processes, records and documentation

### **Pay and Benefits**

- With the Finance Manager, ensure payroll operates effectively and is compliant; liaise with and manage payroll service providers; Maintain and develop a comprehensive, consistent pay and reward system that supports the Library's objectives
- Review pay ranges for all job roles in the Library on an annual basis using appropriate benchmarks and updated job evaluations
- Support the Executive in annual negotiations with employee representatives about increases to pay and any changes to other benefits. Implement any subsequent changes.
- Lead on negotiations with suppliers of employee benefits (eg insurance providers), manage ongoing contracts
- Support the Finance Director in ensuring that the Library complies with relevant pension legislation in relation to its workplace pension scheme and auto-enrolment; liaise with and manage relationships with pension providers

### **Budget**

- Manage the annual HR budget
- Contribute to the preparation of the annual budget, forecasts and other processes as required, particularly for staff costs, training costs and other associated expenditure

### **Other duties**

- Actively pursue continuing professional development to consolidate own practice and extend skills as appropriate
- Attend and contribute to monthly Management Team meetings and present at All Staff meetings as appropriate
- To undertake any other duties as may reasonably be required by the Director of Finance and Resources or the Director of The London Library

The job description set out above does not form part of the contract of employment and may be subject to amendment at the discretion of the Director of The London Library.

December 2022

## Person Specification

We believe the successful candidate will require the following experience and be able to demonstrate the following qualities:

Criteria	Desirable	Essential
<b>Qualifications</b>		
• Good literacy and numeracy and: GCSE English and GCSE Maths (Grade A-C) or equivalent		✓
• CIPD qualified to at least Level 5 or proven equivalent experience		✓
• Professional member of CIPD	✓	
<b>Experience and Knowledge</b>		
• Substantial experience of creating and implementing systems and processes for effective HR Management and Administration		✓
• Substantial experience of recruitment procedures from advertising through to final appointment		✓
• Good working knowledge of current UK employment law and practice including drafting employment contracts and letters, and drafting and implementing employment policies		✓
• Experience of negotiating contracts and terms and conditions		✓
• Experience of working collaboratively with others		✓
• Experience of organisation change, including consultation and restructuring	✓	
• Experience of working with employee or trade union representatives, and co-ordinating information and consultation for these		✓
• Demonstrable experience of in the use of HR Management software		✓
• Experience of implementing HR Management software and training others in its use	✓	
• Demonstrable interest in the charitable objective of The London Library	✓	
• Experience of managing budgets	✓	
• Knowledge and understanding of payroll practices	✓	
<b>Skills and Abilities</b>		
<b>IT Skills</b>		
• Excellent IT skills to include: Microsoft Office applications and use of databases		✓
• Demonstrable ability to learn new software and systems quickly, operate them effectively and support others in their use		✓
<b>Skills and Abilities continued</b>		
<b>Planning and Organisation</b>		
• Ability to plan, prioritise and organise work effectively		✓

Criteria	Desirable	Essential
<ul style="list-style-type: none"> <li>Ability to set and work to deadlines, and to support others doing so</li> <li>Sound judgement in using initiative and taking responsibility</li> <li>Ability to facilitate and coordinate work of others to achieve common goals</li> <li>Line management or supervisory experience</li> </ul>	    ✓	 ✓ ✓ ✓ 
<b>Communication</b>		
<ul style="list-style-type: none"> <li>Discretion, tact and proven ability to maintain strict confidentiality</li> <li>Excellent listening and questioning skills</li> <li>Ability to adjust personal style to support varying levels of ability and convey information clearly and courteously</li> <li>Presentation of a professional image even under pressure</li> <li>Ability to draft straightforward letters, contracts and documentation clearly and grammatically</li> <li>Attention to detail and a meticulous approach to accuracy</li> </ul>		 ✓ ✓ ✓ ✓ ✓ ✓
<b>Personal Impact</b>		
<ul style="list-style-type: none"> <li>Calm and good-humoured approach, with a readiness to embrace change</li> <li>Excellent negotiation, influencing and persuasion skills</li> </ul>		 ✓ ✓

## Key Information

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### Hours of Work, Pay and Benefits

#### Hours of work

35 Hours per week, Monday to Friday.  
9.30 – 5.30 with 1 hour for lunch.

#### Salary

In the range £41,294 - £48,177 per annum  
subject to experience.

#### Annual leave

25 days plus 11 days when the Library is  
closed for public holidays.

#### Pension

The Library operates a Group Personal  
Pension Scheme. Details may be seen at  
the Library. Eligibility to join and  
entitlement to benefits is subject to the  
rules of the scheme.

#### Meal allowance

In addition to salary, the Library gives a  
taxable “meal allowance” of £2.08 per day  
to all members of staff working a full  
seven-hour day.

#### Cash Health scheme

All employees will be enrolled into our cash  
health scheme which allows members to  
reclaim the cost of medical expenses such  
as dental fees and prescription charges as  
well as access to a 24 hour employee  
assistance service.

#### Group Life Assurance scheme

Employees will be covered by this policy  
which will pay out a lump sum of 4x annual

salary to the staff member's nominated  
beneficiary in the event that they die whilst  
employed by the Library.

#### Season tickets and bicycle loans

(subject to a qualifying period)  
Interest-free loans for the purchase of  
season-tickets and/or bicycles for travelling  
to and from work.

#### Access to collections

The facility to make full borrowing use of  
the Library's collections (up to 10 books at  
a time) and online resources.

#### Book purchase and binding

Staff may purchase books for themselves,  
taking advantage of the discounts  
negotiated by the Library. Discounts on  
binding personal books may also be  
arranged.

#### Training & Development

The Library is committed to the support  
and development of all workers. We aim to  
ensure that all workers not only have the  
knowledge, skills and experience necessary  
to be successful in their jobs, but also to  
fulfil their career potential.

#### Rest facilities

Staff-room with small kitchen and dining  
area offering free tea and coffee-making  
facilities.

# Application and selection procedures

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## How to Apply

Please download the application form from our website, complete all three sections and send them **by email only in MS Word format to:** [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) quoting reference number LL/22/10. Please note that CVs are not accepted.

## Timetable

### Deadline for applications to be received

Thursday 12 January 2023 by midnight

## Appendix – GDPR Privacy Notice

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This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### Who collects the information

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

### Data protection principles

We will comply with the data protection principles when gathering and using personal information.

### About the information we collect and hold

The table set out in Part A of the Schedule below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of the Schedule below summarises the additional information we collect before making a final decision to recruit, ie before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

### Where information may be held

Information may be held at our offices and those of our third party service providers.

### How long we keep your information

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see *our data protection privacy notice (employment)*.



## **Your right to object to us processing your information**

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) if you wish to object in this way.

## **Your rights to correct and access your information and to ask for it to be erased**

Please contact [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

## **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## **How to complain**

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

**Part A**

**Up to and including the shortlisting stage**

<b>The information we collect</b>	<b>How we collect the information</b>	<b>Why we collect the information</b>	<b>How we use and may share the information</b>
<b>Your name and contact details (ie address, home and mobile phone numbers, email address)</b>	From you	Legitimate interest: to carry out a fair recruitment process  Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome  To inform the relevant manager or department of your application
<b>Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests</b>	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process  Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision  The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
<b>Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs</b>	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
<b>Details of your referees</b>	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process  To comply with legal/regulatory obligations  Information shared with relevant managers, HR personnel and the referee
<b>Information about your health, including any medical condition, health and sickness records</b>	From you	Legitimate interest: to carry out a fair and non-discriminatory process  Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process

## Part B

### Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
<b>Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers</b> Δ	From your referees (details of whom you will have provided)	Legitimate interest: to make an informed decision to recruit  To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To obtain the relevant reference about you  To comply with legal/regulatory obligations  Information shared with relevant managers and HR personnel
<b>Information regarding your academic and professional qualifications</b> Δ	From you, from your education provider, from the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
<b>Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information</b> Δ	From you and, where necessary, the Home Office	To enter into/perform the employment contract  To comply with our legal obligations  Legitimate interest: to maintain employment records	To carry out right to work checks  Information may be shared with the Home Office
<b>Information about your health, including any medical condition, health and sickness records</b>	<b>From you</b>	Legitimate interest: to ensure intrinsic elements of the role can be met  To enter into/perform the employment contract  Necessary for performance of rights and obligations in connection with employment	To ensure intrinsic elements of the role can be met  To establish if any reasonable adjustments can be made

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.