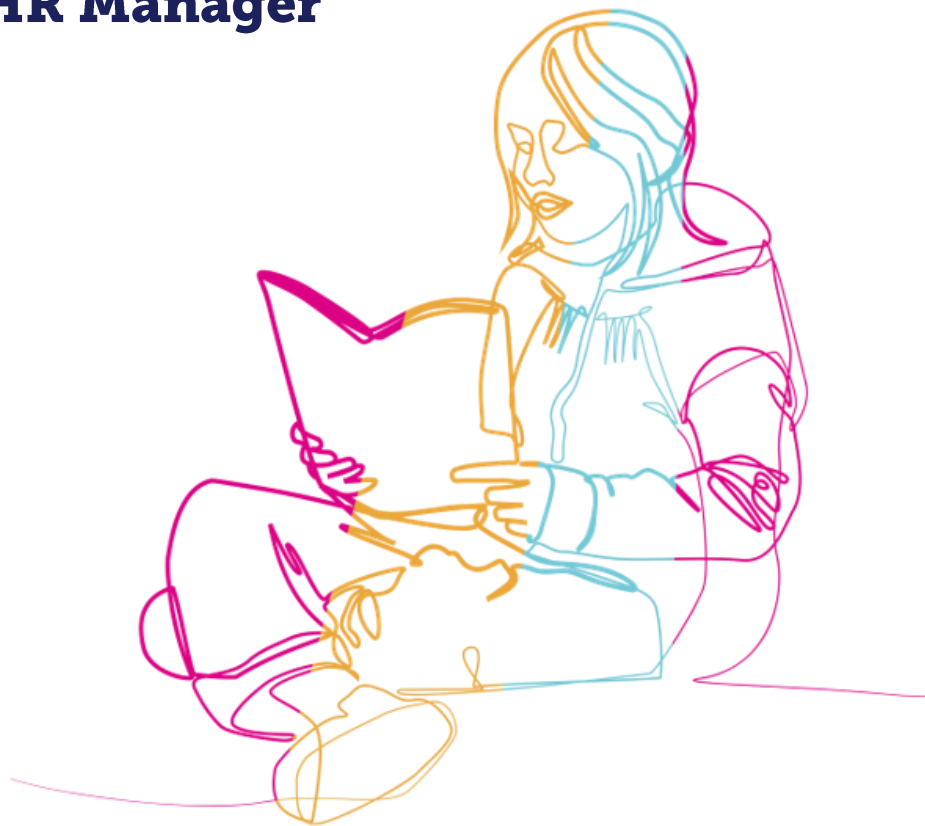


# Application Pack

## HR Manager



**Closing Date: Monday 14 October 2024**

*We will review applications as we receive them and will interview applicants of interest on an ongoing basis.*

*We reserve the right to close the application process before the closing date if we successfully fill the position*

# Welcome to The Reading Agency

I am delighted that you are interested in joining us on our mission to empower people of all ages to read.


We know that not everyone has an equal start in life, so we champion the proven power of reading by providing activities for all ages and backgrounds.

We support readers to create social connections and improve their reading skills. We help people manage their health and wellbeing through reading.

We want to ensure that every individual with whom we come into contact is treated with dignity and respect. We are committed to openness and equality of opportunity in every activity, from the way we recruit employees to the way we deliver services.

The work we do changes lives, and it could not happen without the expertise, experience, and passion of our amazing people so if you think you have what it takes to join us then we would love to hear from you.

*Kind regards*



**Karen Napier**  
Chief Executive



# Introduction

We are a UK charity with a mission to empower people of all ages to read.

Evidence shows that reading improves health and wellbeing, life chances and social connections.

Reading for pleasure and empowerment makes us more aware and informed. It helps us grow our imaginations. It makes us more empathetic and understanding of other people and cultures. It supports our health and wellbeing. It increases our ability to learn new skills. It helps us to communicate our ideas more effectively. It opens doors. It brings joy.

We know that not everyone has an equal start in life, so we champion the proven power of reading by providing activities for all ages and backgrounds.

Working with public libraries, prisons, hospitals and other community settings, last year our wide range of activities touched the lives of two million people. But with a UK population of over 67 million that isn't nearly enough.

We want to get more people fired up about reading because everything changes when you read.

## Our mission



## Our values



# Job Description

Job Title:	HR Manager
Location:	Hybrid working, offering a mix of remote and office working Our offices are based at 24 Bedford Row, London WC1R 4DH
Contract Type:	Permanent. We would also consider applicants who could fulfil this role on a freelance basis
Hours:	Part-time – 16 to 20 hours per week, Monday - Friday
Salary:	£35,000 pro rata
Reporting to:	Finance, Commercial & Business Director

## Context

Our people are at the heart of what we do. Their passion and commitment to make a difference drives the success of our organisation.

This standalone HR position will suit an individual who is a HR generalist with strong knowledge of key HR practices including recruitment and retention, employee relations and development and training. The role offers the opportunity to manage all aspects of the employee lifecycle within our organisation. Reporting to the Finance, Commercial & Business Director, this role is crucial in ensuring the organisation attracts, recruits and develops high performing team members.

The HR manager is a core member of the Business Directorate and will support the general operations of ensuring that the organisation functions efficiently, effectively and sustainably whilst meeting all statutory obligations.

## Purpose of the post

To manage our HR operations, balancing our legal and moral obligations and the needs of our staff. You will adopt a people centred approach in how you carry out your role and be committed to understanding, building and supporting diversity and intersectionality within our charity. By so doing you will be a key role in the development of a high-performance team-based culture where all colleagues feel a sense of belonging and can fulfil their potential.

## What you will do

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### Culture

- Play a key role in championing The Reading Agency's culture, vision and values, ensuring staff are familiar with these
- Play a key role in championing diversity and inclusion across the organisation. Reporting on HR data and team diversity data for the charity
- Implementation of effective dignity at work processes to foster a culture of belonging for all colleagues
- To ensure that we work in a way that builds and supports our diversity and inclusion, across all communities and recognises intersectionality

## **Policy & Procedures**

- Ensure all HR policies are up to date and comply with employment law and/or HR best practice and Charity Commission guidance
- Be responsible for communicating to staff all new policies or policy changes that affect them, ensuring compliance
- Monitor and report on (including comparing with industry norms) HR key performance indicators (KPIs) and develop any additional KPI's to track progress and identify areas for improvement
- Ensure that we meet our obligations regarding health and safety in the context of personal risk assessments, for example, maternity assessments, to ensure that we support our people well
- Work with the Finance team to ensure payroll is completed accurately and to deadline
- Manage DBS application and renewal process

## **Recruitment**

- Manage the recruitment process including building relationships with recruiters, supporting managers to draft job descriptions, interview candidates etc. Supporting managers to ensure we have the right people in the right roles
- Ensure recruitment process is fit for purpose and follows best practice and employment legislation
- Monitor and review the recruitment process on an ongoing basis, providing evaluation after each campaign to managers and learnings from findings
- Coordinate inductions of new personnel

## **Performance Management and Employee Engagement**

- Support the development of a performance culture which not only addresses underperformance, but also supports the development of strong performance and links to talent management and succession planning
- Coordinate performance review and appraisal processes across the organisation
- Review, design and manage colleague reward and benefits processes
- Manage and monitor employee engagement strategies and morale, and measure engagement through staff surveys, staff turnover figures and exit interviews
- Be the first point of call for employee relation issues such as disciplinary and grievances
- Managing the organisation's Employee Assistance Programme; and oversee programmes to support the wellbeing and welfare of all staff

## **Learning & Development**

- Ensure learning and development activity is delivered in line with Training & Development Policy
- Measuring the effectiveness of courses and other learning opportunities and the return on investment
- Proactively lead on collating identified training needs, identifying suppliers to facilitate delivery
- Support ongoing skills audit to ensure the organisation's staff have the skills needed to deliver in their roles

## **Other**

- Implementing strategic organisational design to ensure The Reading Agency has appropriate structures and people with the appropriate competencies to deliver the strategy

- Administering all transactional employee activities, including employment contracts, induction packs, probation periods and formal notices such as redundancy or termination.
- Providing detailed reporting around all aspects of people management to Management team/Board of Trustees.
- Management of online HR system and identifying opportunities for enhanced HR online services
- Ensure all personnel data is compliance with GDPR

## Who you will work with

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- Trustees, CEO, Senior Leadership Team, Business Directorate and programme teams
- Colleagues across the organisation and commissioned freelancers
- External stakeholders, partners and suppliers

## What you will need to know:

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### Qualifications:

- CIPD qualification and/or undergraduate or postgraduate degree in a related subject is desirable
- Strong generalist HR experience or experience in various specialist roles (e.g., learning and development, recruitment and talent management)

### Skills/Knowledge:

- Up to date knowledge of employment law
- Strong understanding of HR guidelines and principles and the ability to apply this knowledge
- A good understanding of GDPR legislation and regulations

### Experience:

- Experience of managing HR management information systems
- Excellent working knowledge of main Microsoft Office applications, including Outlook, Word, PowerPoint and Excel, Teams
- Experience of developing, implementing and maintaining HR policies and processes utilising knowledge of legislation and best practice
- Experience of recruiting and selecting talent
- Commitment to equality, diversity and inclusion and representation

### Capabilities:

These are the capabilities you will require to perform effectively in this role:

- Technical Capability (job related or industry knowledge)
- Personal Effectiveness and Professionalism
- Relationship Building/Teamwork (includes communication, influencing and collaboration)
- Managing Complexity (includes decision making, planning, organisation and resilience)
- Innovation and Change
- Problem Solving
- Strategy and Planning
- Business Management

# Employment Details

## Line Management

This role reports to the Finance, Commercial and Business Director and does not have any line management responsibilities at the current time.

## Location

Our offices are based at 24 Bedford Row, London WC1R 4DH

Hybrid working allows our employees to split their working time between The Reading Agency's office and working remotely, usually from home, to give more choice over how, when and where they work.

Each team works in a slightly different way and hybrid/home working patterns are agreed with the Head of Department.

We offer our employees the flexibility to work from home from day one and we provide them with a laptop and access to our systems to enable them to do so.

## Office Hours

Our full-time hours are from 9.00 am to 5.30 pm from Monday to Thursday with an early 5.00 pm finish on a Friday.

## Probationary Period

The post will be subject to a six-month probationary period.

## Annual Leave

We offer 25 days holiday in the first year. After one year, this increases by one day a year to a maximum of 30 days (pro rata for part time staff).

## Notice Period

The notice period for this role is 3 months.

## Pension plan

The Reading Agency offers a contributory pension scheme. The Reading Agency contributes 5% of salary and employees contribute at least 3% of salary.

## Employee Assistance Programme

Wisdom from Health Assured offers you home and work life support and assistance. Through Wisdom you will have access to an industry-leading wellbeing app offering you home and work life support and assistance. From mini health checks and 4-week health plans to 24/7 helpline and confidential counselling services, Wisdom provides an engaging set of tools to support your wellbeing and wellness.

## Personal Development

We support the on-going development of our employees through a range of training and development opportunities, including access to online training courses, mentoring and shadowing.

All employees have a yearly review with their line manager to review performance, set goals and identify areas for personal development.

We also offer up to 5 days per year for personal or professional development, e.g. pursuing a professional or educational qualification, training courses, volunteering. Employees may also use these days to celebrate religious festivals and events such as Diwali, Rosh Hashanah, Eid.

## **Mental Wellbeing Day**

We offer our staff a day each year to do something positive to help boost their mental well-being.

## **Travel**

We offer an annual season ticket loan scheme and cycle to work scheme of which employees can take advantage after successfully completing their probationary period.

## **Other benefits**

- Books are at the heart of everything we do at The Reading Agency. There are always books to read and book recommendations from colleagues.
- We offer weekly online yoga classes.
- We have regular employee meetings and social events.



# How to Apply

To apply for the role, please download and complete the application form from our [website](#) and email this along with your CV to us at [recruitment@readingagency.org.uk](mailto:recruitment@readingagency.org.uk)

Please also complete our [online equal opportunities monitoring form](#) when you submit your application.

While this role is advertised as employed, we would consider applicants willing to fulfil this role on a freelance basis and would ask you to specify this when submitting your application.

The closing date for applications is **midday on Monday 14 October 2024**

We will review applications as we receive them and will interview applicants of interest on an ongoing basis. We reserve the right to close the application process before the closing date if we successfully fill the position.

This is what you can expect from our recruitment process:

- Stage 1 - We receive and acknowledge your email application
- Stage 2 - Your application is reviewed and shortlisted by us
- Stage 3 - If you are shortlisted, you will be invited to an interview to discuss the role in more detail, your experience and interest in the company. We may ask you to undertake a skills test as part of your interview.
- Stage 4 - If you are successful at interview stage, we will make you a job offer. Please note that for more senior roles we will invite you back for a second interview.
- If you are unsuccessful at any stage, we will let you know. Unfortunately, we are unable to give feedback to applicants not shortlisted for interviews. We will provide feedback upon request to candidates we interview.

## Reasonable adjustments

We welcome applications from individuals of all backgrounds, including those with disabilities, and we aim to provide reasonable adjustments to accommodate candidates' needs and enable them to perform at their best.

If you require any specific adjustments or accommodations to participate in any stage of the recruitment process, please let us know. We will work with you to identify and implement reasonable adjustments that align with your individual requirements. Examples of reasonable adjustments may include alternative formats for application materials, adjustments to interview formats or locations, provision of assistive technologies, or any other adjustments that can facilitate your equal participation.

Please inform us of your requirements as soon as possible, preferably at the time of application or prior to the relevant stage of the recruitment process. Your disclosure of any adjustments needed will not adversely affect your application, and all information provided will be treated confidentially.

We are committed to creating an inclusive environment and ensuring that all applicants have an equal opportunity to demonstrate their skills and abilities.

If you have any questions or concerns regarding the application process or the provision of reasonable adjustments, please feel free to contact us at [recruitment@readingagency.org.uk](mailto:recruitment@readingagency.org.uk) and we will be happy to assist you.