

# JOB DESCRIPTION

**Post:** HR Manager

**Department:** People Department, Tate Commerce & Tate Eats

**Reporting to:** Head of Human Resources

**The Companies:** *Tate Eats' aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.*

*Tate Commerce is also a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance and licensing.*

**The Department:** *People Department, Tate Commerce & Tate Eats The centralised People Department provides a professional and comprehensive in-house HR Service to all the departments within both Tate Commerce and Tate Eats.*

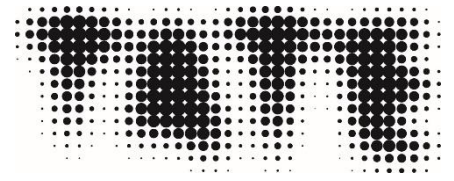


## **The Disability Confident Scheme**

*Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.*

## **Purpose of the Job**

- Provide HR service support to Tate Commerce/Tate Eats; working in partnership with line-managers to deal with all staffing matters from recruitment through the entire life-cycle of employment
- Establish effective business relationships with all line-managers and staff
- Build trust and credibility in the department's approachability, attention to sensitivity, knowledge, competence and judgment.
- Be an ambassador for Tate Eats and Tate Commerce to other Tate departments and external contacts
- Help to provide a healthy working environment for staff



## Main duties and responsibilities

- Provide support to the Head of HR by updating all HR policies and procedures for the company.
- Keep abreast of developments and changes in employment law and best practice.
- Ensure that consistent advice and support on policy, procedures and best practice is provided to all managers in the business.

## Employee Relations and Welfare

- Be available to members of staff to discuss any concerns and offer advice on options as appropriate.
- Manage the progression of all Employee Relations (ER) cases (including disciplinary, appeal, and grievance hearings as well as any contractual consultations) as appropriate and in line with company procedure and best practice.
- Help to ensure that the decisions made by managers are fair, reasonable and consistent, by seeking advice on any issues of concern with the Head of HR or senior managers.
- Ensure communications and relations with the trade union are maintained.
- Liaise with Tate's Health & Safety Officer regarding any staff with special circumstances i.e. young workers, injuries, other medical conditions and pregnancy, and arrange welfare meetings, risk assessments and advise on reasonable adjustments as necessary
- Be the first point of contact for family care matters, i.e. maternity, paternity and flexible working requests. Offer advice about entitlements and processes.
- Liaise with the external Health Management provider, and arrange referrals with an Occupational Health Physician where necessary

## Recruitment

- Support Tate Commerce/Tate Eats in attracting the right people for our vacancies; ensuring a fair and consistent process for all, according to best practice and adhering to the Safer Recruitment guidelines.
- Work alongside, and cover in the absence of, the Recruitment Consultant to support recruiting managers with vacancies on the e-recruitment system, appropriate selection methods and other recruitment administration

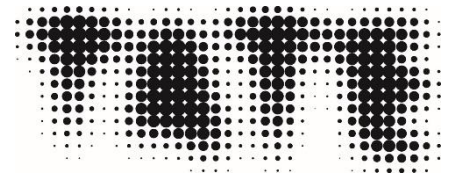
## Training

- Manage the list of identified training needs to prioritise training activity with department managers and co-ordinate the forthcoming training calendar within the agreed budget.



### **The Disability Confident Scheme**

*Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.*



- Support Employee Engagement Consultant with coordinating Mandatory and Development training

## HR Administration

- Line manage an HR Administrator and their responsibilities, e.g. benefits administration, Tatenet updates, data audits and exit interviews
- Oversee the administration of all manual and electronic files (Sage HR), ensuring efficient and accurate processing and record keeping of all employees' (current and leavers) data.
- Prepare all contractual documents and other correspondence during the employee life cycle
- Ensure all payroll and pensions information is accurate and submitted to Finance promptly
- Ensure that our data is protected at all times and private/sensitive information is kept within the strictest of confidence

## Teamwork

- Work as a team with all members of the People Department, support and help colleagues to live by our departmental mission statement, continuously work towards our departmental objectives and strive to achieve the agreed service standards.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role

## Person Specification

### Qualifications

CIPD level 7, fully or part-qualified

### Experience and skills

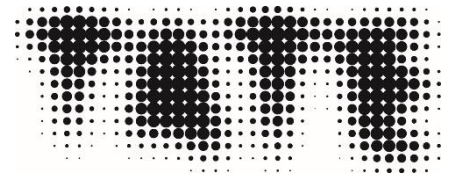
#### Essential:

- Experience of working within hospitality, retail and/or publishing industries
- Experience gained in a generalist HR role with strong administrative skills



#### **The Disability Confident Scheme**

*Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.*



- ER case management experience
- Strong IT skills especially with the Microsoft Office suite and experience of Sage or other HR database
- Experience of creating a working environment that encourages equality, diversity and inclusion and the ability to create an inclusive, respectful culture within a team
- A keen interest and up to date knowledge of HR best practice and employment law
- Demonstrated ability to maintain discretion and exercise strict confidentiality
- Organised and able to prioritise

## **Desirable Experience**

- Worked in a similar Museum or Gallery environment
- Line management experience
- Exposure to organisational change
- Design of training material and delivering group or individual training
- Recruitment selection and decision making

## **Competencies**

- An enthusiastic approach and willingness to contribute to the development of the department as well as the wider aims of Tate.
- The capacity to ensure a high degree of accuracy and quality, whilst adhering to existing procedures.
- Demonstrates flexibility in approach to the job to ensure that duties are properly performed and to meet the organisational demands of the business. This flexibility includes adapting to change as the business grows and travel to other sites.
- Self-motivated with the ability to work independently
- Working in partnership to provide a comprehensive HR service
- Demonstrates a willingness to contribute to the HR team's achievement of departmental goals.
- An ability to communicate confidently with maturity and diplomacy, at all levels, both in the spoken and written formats
- Proactively develops and maintains effective relationships
- Promotes Tate's Dignity and Respect policy in all their activities
- Is able to solve problems by using initiative and demonstrates a proactive approach
- Demonstrates a positive attitude towards change and new ideas
- Is self-aware and demonstrates continuous professional development.



### **The Disability Confident Scheme**

*Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.*