

## Job Description & Personal Specification

<b>Job title</b>	People Manager	<b>Date:</b> Nov 2024
<b>Reports to</b>	Managing Director	
<b>Contract/department</b>	<b>Support Services (Managing Director)</b>	
<b>Location</b>	Cheshire West and Chester (any location as may reasonably be required)	
<b>Tier</b>	T2	
<b>Hours</b>	40 hours	

### Job Purpose

The People Manager will lead the strategic development and operational delivery of HR services at Cheshire West Recycling. As the senior HR professional, the People Manager will oversee all workforce strategies and processes, managing the HR Lead to ensure high standards of operational excellence while driving transformation and continuous improvement initiatives.

This role is central to developing and implementing workforce plans, ensuring compliance with HR policies and employment law, and fostering a culture of engagement, inclusion, and high performance. The People Manager will act as a trusted advisor to senior leadership, using data-driven insights and innovative solutions to shape people strategies that align with CWR's values of Safety, Responsibility, Trust, and Innovation.

### Principal Accountabilities

- **Develop and implement workforce strategies.** Align workforce plans with organisational objectives, delivering short-, medium-, and long-term solutions to meet current and future needs.
- **Oversee HR operations through the HR Lead.** Ensure the effective delivery of day-to-day HR services, including recruitment, compliance, and performance management, to maintain high standards.
- **Lead the development and application of HR policies.** Ensure HR policies and procedures are consistently applied, regularly reviewed, and compliant with employment legislation and best practices.
- **Drive transformation programmes.** Deliver transformational initiatives within agreed timescales and budgets, aligning outcomes with organisational goals.
- **Hold managers accountable for people management practices.** Support and challenge managers to embed consistent, fair, and high-quality people management practices that align with CWR's values.
- **Mentor and develop the HR team.** Foster a high-performing culture by supporting the HR team's professional growth and ensuring their continuous development.
- **Use workforce data and analytics.** Monitor trends, identify risks, and provide actionable insights to inform strategic decision-making and organisational planning.
- **Establish and report on HR key performance indicators (KPIs).** Regularly evaluate HR service performance, ensuring continuous improvement and alignment with organisational objectives.
- **Champion employee engagement and diversity initiatives.** Foster an inclusive workplace culture by leading initiatives that enhance engagement, wellbeing, and diversity across the organisation.

- **Manage complex employee relations issues.** Act as a point of escalation, ensuring timely and effective resolution of sensitive matters to support a positive work environment.
- **Lead workforce planning initiatives.** Develop scenario planning, projections, and modelling to meet CWR's workforce needs and ensure operational readiness.
- **Represent CWR externally.** Build partnerships and represent CWR at local, regional, and national forums to promote innovative HR practices.
- **Promote diversity and inclusion across all HR activities,** ensuring compliance with equality legislation and supporting organisational goals.

## Person Specification

<b>Qualifications</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• FCIPD or MCIPD qualification</li> <li>• Management qualification or equivalent experience</li> <li>• Evidence of Continuous Professional Development</li> <li>• Full UK Driving Licence.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience in senior HR leadership, managing both transactional and strategic HR functions</li> <li>• Proven track record of designing, implementing, and embedding transformational change programmes in a complex organisation</li> <li>• Experience in workforce planning strategies, including projections and scenario planning</li> <li>• Demonstrated success in embedding diversity and inclusion initiatives and improving employee engagement</li> <li>• Experience developing talent acquisition and retention strategies</li> <li>• Comprehensive understanding of employment legislation and HR best practices</li> <li>• Strong applied knowledge of workforce data analysis and experience in its use in decision-making</li> <li>• Awareness of trends and innovations in HR service delivery</li> </ul>
<b>Skills and Aptitudes</b>	<ul style="list-style-type: none"> <li>• Strategic thinker with the ability to translate organisational objectives into actionable HR initiatives.</li> <li>• Exceptional communication and relationship-building skills, able to engage effectively with stakeholders at all levels.</li> <li>• Strong leadership and team management skills, with the ability to motivate and inspire others.</li> <li>• Analytical skills, with the ability to use data to inform strategy and drive improvements.</li> <li>• Political sensitivity and the ability to manage relationships with key stakeholders, both internal and external.</li> <li>• Strong coaching and mentoring skills, with the ability to empower managers to take ownership of people management practices.</li> <li>• Resilient and adaptable, with a proactive approach to problem-solving and managing change.</li> <li>• Collaborative and approachable, with a commitment to fostering positive relationships.</li> <li>• Innovative and forward-thinking, with a drive for continuous improvement.</li> <li>• Compassionate and empathetic, demonstrating a commitment to inclusive leadership.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Undertake such work as may be determined from time to time, up to or at a level consistent with the Principal Responsibilities of the job.</li> </ul>

	<ul style="list-style-type: none"><li>• Work flexibly across all locations in line with business requirements. Out of hours working will be required.</li><li>• Reflect Our Values through your actions and behaviours.</li></ul>
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