



Job title: Head of HR and Compliance

Reports to: CEO

Based from: Bristol, BS3 2JH

Charity Profile: We are Great Western Air Ambulance Charity, dedicated to providing air ambulance and critical care services across Bristol, North Somerset, Bath & North East Somerset, Gloucestershire, South Gloucestershire and parts of Wiltshire. From volunteers to Specialist Paramedics, from senior Consultants to retail and fundraising staff, we are a team, working to save lives that would otherwise be lost. We seek to continually develop and adapt our activities to meet the needs of local communities, whilst impacting nationally and influencing global pre-hospital care. Our work is deeply satisfying and every member of the team is committed to this service, and to saving as many lives as we can.

Job Summary: The Head of HR and Compliance will support GWAAC by ensuring our HR policies, practices and performance are excellent, and supporting our people with compassion whilst also ensuring our team works collaboratively and is dedicated to serving our communities. You will support strategy implementation, change management, compliance with all types of regulation (in conjunction with colleagues) and lead on managing key risks. You'll need to be flexible, highly collaborative, and have broad knowledge of HR and systems. You will manage a part-time HR and Business Assistant who carries out a variety of administrative tasks.

Hours of work: 28 - 35 hours per week, across 4-5 days. To be mutually agreed with candidate.

Duration: Permanent

Salary: £38,000 - £40,000 FTE, depending on skills and experience

Major Areas of Responsibility:

People

- Ensure that our HR related policies and guidance documents are in line with good practice, comprehensive, up to date and genuinely inclusive.
- Ensure that policies are effectively implemented and applied consistently and effectively across the charity.
- Oversee and improve our recruitment and onboarding processes, ensuring that we attract and appoint the best candidates and that they receive an incredibly positive welcome when they start.
- Evaluate, implement and monitor staff benefit, reward and retention measures.
- Implement and oversee staff progression, learning and development pathways, including training plans and activities for individuals and job groups.
- Benchmark, recommend and implement salary changes where appropriate.
- Ensure contracts, job descriptions, salaries and terms and conditions meet current legislation and recommended practice.
- Champion equality, diversity and inclusion activities and improvements, including chairing our EDI Action Group, monitoring HR related EDI performance and reporting annually to the Board.
- Promote a culture of safeguarding, act as Deputy Designated Safeguarding Lead, and lead and manage all workstreams to ensure that people are as safe as they can be.
- Provide training on HR-related matters as appropriate.
- Assist line managers with disciplinary, grievance, performance and sickness management.
- Manage people surveys and consultations.
- Identify future workforce needs and work with managers to achieve these.
- Be a point of contact to support and where necessary coordinate the work of our staff representatives and Mental Health First Aiders, including their recruitment.
- Contribute to and implement HR-related elements of change projects.

- Manage and improve our HR database, its contents and its use.
- Conduct exit interviews and related processes for staff leaving the charity.
- Work with clinical leaders to ensure that our crew are able to perform at their best, collaboratively and with dedication.
- Work with clinical leaders to ensure that our crew comply with GWAAC policies, procedures and ways of working, as appropriate, particularly those on formal 'secondment' to GWAAC.
- Negotiate and monitor 'secondment' arrangements for clinical crew members.

Compliance and Risk

- Manage our policy framework, ensuring the charity has all necessary policies and procedures in place, and being implemented.
- Manage relevant contracts and subscriptions e.g. mail collection, cash collection.
- Work collaboratively with facilities management, finance and data colleagues to identify areas of risk and non-compliance and ensure appropriate action is taken.
- Manage the insurance for the charity, ensuring there is sufficient cover across the range of our activities.
- Consult on and update our key risks register regularly.
- Coordinate the updating and management of Business Continuity Plans and related tasks.
- Ensure the charity's compliance with all legislation and guidance related to data (excluding clinical data), including GDPR, data protection, information security and other regulations, in conjunction with relevant colleagues.
- Act as a Health and Safety representative, First Aider and/or a Fire Marshall for the office as required.
- Support with strategy development and implementation, including management of or assistance of change projects and activities.
- Carry out internal audits as required.
- Provide comprehensive support for the Board of Trustees, including coordinating and minuting meetings, preparing agendas and notices, and updating the Charities Commission and Companies House registers, in collaboration with any volunteer Company Secretary.
- Work flexibly according to the needs of the charity, undertaking projects and other tasks that are commensurate with the role and your skills as required.
- Be a full member of our Charity Leadership Team, contributing to the overall management and leadership of the charity.

Working relationships, contacts and expectations

- As one of the more senior members of our team, provide leadership and support to your colleagues and model desired behaviours in line with our values.
- Plan, manage and monitor a workplan for your team that enables and encourages optimum performance, personal development and wellbeing of your team and other resources across the charity
- Work with all line managers particularly, whilst providing support to all of our people.
- Forge close working relationships within your team, with other line managers and with the Finance and Data Team and facilities management colleagues in particular to ensure understanding of and adherence to HR processes and to work collaboratively on risk and compliance matters.
- Work with colleagues in other air ambulances as appropriate.
- Occasionally work unsociable hours, for example attending evening or weekend meetings or travel outside our 'area'.
- Maintain an appropriate level of confidentiality, professionalism and discretion at all times.
- Comply with organisational policies, procedures and internal and external Codes of Conduct, regulations and laws.
- To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

This description does not attempt to describe all the activities of the post but illustrates the role with examples. It is therefore subject to alteration and development and will be reviewed with management as required.

Person specification

	Essential	Desirable
Education	<p>Evidence of a good standard of general education or equivalent, to include English and Maths</p> <p>Qualifications in relevant field, particularly HR</p>	<p>CIPD Level 5 (or working towards)</p> <p>Data Protection qualification</p>
Previous experience	<p>Experience developing policies and creating more inclusive workplaces</p> <p>Experience as an HR Business Partner, Officer or Manager, ideally as a generalist</p> <p>Recruitment experience</p> <p>Experience managing staff</p>	<p>Experience working with retail staff</p> <p>Experience working with volunteers</p> <p>Experience of managing data protection, risk or compliance</p> <p>Safeguarding experience</p> <p>Experience in a UK charity or other regulated environment</p> <p>Experience of managing contracts</p>
Skills, knowledge, ability	<p>Strong knowledge of UK HR legislation and guidance</p> <p>Ability to positively engage with a wide diversity of potential and actual staff</p> <p>Ability to gain the trust of staff at all levels, demonstrating maturity and discretion in all aspects of work</p> <p>Ability to create high quality written materials, such as policies and guidance, in line with good practice recommendations</p> <p>Good IT ability, including Word and Excel in particular</p> <p>Ability to use and improve our HR database (currently BreatheHR)</p> <p>Strong problem solving abilities</p> <p>Knowledge of risk management and compliance, ideally in a UK charity (or driven to learn these aspects)</p> <p>Knowledge of one or more of the geographical areas that GWAAC covers</p> <p>Ability to travel independently between sites including the main office, airbase and shops</p>	<p>Knowledge of confidentiality, GDPR and data protection requirements</p> <p>Knowledge of charity governance</p> <p>Valid full UK driving licence</p>
Aptitude and personal characteristics	<p>Committed to the vision, values and work of Great Western Air Ambulance Charity</p> <p>Committed to safeguarding, equality, diversity, inclusion, sustainability and social responsibility</p> <p>Internally driven with the ability and motivation to problem-solve and deliver high quality work</p> <p>Excellent interpersonal skills, with ability to develop strong relationships, internally and externally</p> <p>Able to work collaboratively as part of an effective multidisciplinary team</p> <p>Able to work independently on own initiative, creating plans, timetables and structures to organise work effectively, identifying conflicting demands and establishing clear priorities</p> <p>High standards, commitment to meeting deadlines and excellent attention to detail</p> <p>Exceptional organisational skills, flexibility and a can-do attitude</p> <p>Champion of positive change, committed to professionalism and excellence</p>	<p>Use of own vehicle</p>

