

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Managing Director, EMEA & Americas
POSITION TITLE:	HR Manager EMEA & Americas	DIRECT REPORTS:	None
DEPARTMENT:	People Team	LOCATION:	London, UK or Toronto, Canada

POSITION PURPOSE:

The HR Manager is accountable for supporting, coaching and guiding both managers & employees on core operational people services. This role will be working across the Northern Hemisphere, servicing both our London and Toronto offices. This covers all aspects of HR including recruitment & induction, learning & development, performance reviews, remuneration, goal setting, employee records management, employment law compliance, employee engagement, retention & terminations. A key deliverable is to enable managers to attain the best performance from their staff by providing tools, systems, coaching and supporting services in people management.

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualification or equivalent relevant experience
- Experience in HR generalist, working across the full spectrum of HR activities (3+ years preferred)
- Experience working with HR databases and information systems (SAP Success Factors an advantage)
- Experience providing coaching and support to people managers to resolve employee/industrial relations issues
- Experience working with and within geographically dispersed, preferably global, teams
- Strong understanding of UK and/or Canadian labour and ability to interpret and apply employment legislation and regulations.

OTHER SKILLS AND ATTRIBUTES

- Flexibility and willingness to adapt within a constantly changing work environment, including a high level of responsiveness to fluctuating workloads
- Capacity to work independently with minimal direction
- Proactive approach to problem solving coupled with strong analytical skills
- Excellent verbal & written communication skills
- Excellent interpersonal skills, including interviewing, counselling, influencing and negotiating
- An ability to build strong working relationships with key stakeholders of the organisation to support the resolution of people issues
- Knowledge of remuneration and reward management practices
- Well-developed organisational and administrative skills, including strong attention to detail and the ability to prioritise and control own workload.
- Demonstrated effectiveness in contributing to a small team, including the capacity to review and improve workplace practices
- Demonstrated capacity to promote and uphold People initiatives and values, including discretion and confidentiality
- Ability to contribute towards the development and implementation of global People programs and initiatives to meet the needs of the organisation
- Well-developed computer literacy skills within a Microsoft Office environment
- Knowledge of how Agile methodology can be used in HR teams (desirable)
- Knowledge of job evaluation and classification review processes (desirable)
- Understanding and supporting Intrepid's ethos of 'Purpose Beyond Profit'
- Friendly, flexible and a sense of humour!
- A passion for travel

Accountabilities	Tasks	Benchmark Measure
Manager Support & Guidance	<ul style="list-style-type: none"> - Effectively & efficiently provide operational HR support and advice (verbal & written) to managers & employees in line with business needs and the IG People Cycle. - Advise Line Managers on people processes, employee engagement, building capability, employee rewards, incentives, remuneration, benefits; retention, performance management and issue resolution. - Assist line managers in the development of job descriptions and ensuring appropriate review and update as required. - Undertake annual and ad-hoc remuneration reviews in line with IG guidelines. - Assist in the application of performance management and provide ongoing support to managers and staff. - Provide advice to managers regarding employee exits including resignations & terminations - Monitor staff benefit offerings, incentive plans & remuneration plans. 	<p>Positive feedback from internal customers & # of complaints</p> <p>Accurate job descriptions for all roles</p> <p>All cases handled in line with company policy & values & local legislation</p>
Recruitment & Selection	<ul style="list-style-type: none"> - Provide training to managers to support the effective use of the IG People Portal online recruitment system - Promote process for managers to recruit high performing staff. - Guide & support managers in the recruitment & selection process, including advice on recruitment strategy & assisting with advertising roles as required. - Provide guidance throughout probation and induction/onboarding processes. - Provide additional recruitment support to managers as required 	<p>Managers actively using People Portal recruitment module</p> <p>Outcomes and deliverables met as required</p>
Employee Relations & Compliance	<ul style="list-style-type: none"> - Ensure all staff contracts are accurate, error free and comply with relevant labour laws - Monitor and ensure legislative compliance in relation to Employment Law across the people management life-cycle - Advise managers of our legal & compliance responsibilities to mitigate risk for IG. - Work with Office Manager to ensure the office is OH&S compliant - Support managers in the resolution and management of complex employee relations cases 	<p>Quarterly contract audit</p> <p>Outcomes and deliverables met as required</p>
Employee Data Management	<ul style="list-style-type: none"> - Advocate for data accuracy by championing the effective use of the HRIS among managers and staff - Play a key role in working with Global HR team & EMEA and Americas Finance team to ensure Employee records are accurately maintained in the HRIS & regularly audited. - Assist in working with the Global HR team to develop report requirements as required including turnover, training, exit data, Your View surveys, headcount/FTE etc. - Liaise with the EMEA payroll manager to ensure all changes are communicated accurately & on time 	<p>HRIS data audited to Payroll/Finance data at least quarterly</p> <p>Reporting outcomes and deliverables met as required</p>
Training Delivery & Staff Development	<ul style="list-style-type: none"> - Provide ongoing coaching & support to managers to assess training & development needs of their teams. - Provide input to the development and implementation of appropriate programs and process for IG's learning and development activities - Deliver basic internal IG programs/information sessions. Be an ambassador for knowledge sharing, guiding employees 	<p>Training needs documented at least once per year</p> <p>Feedback on programs run</p> <p>All employees inducted</p>

Accountabilities	Tasks	Benchmark Measure
	and managers on how they can transfer their knowledge to other colleagues and teams e.g. Yammer, Lunch & Learns, Let's Talk sessions etc.	within 3 months of joining
Communications and Change Management	<ul style="list-style-type: none"> - Contribute to the development of People policies & guidelines - Support ongoing change initiatives and restructures, in consultation with the Global HR team. 	Outcomes and deliverables met as required
People Cycle & Project support	<ul style="list-style-type: none"> - Assist in the preparation for & delivery of annual processes such as remuneration review process to ensure they are conducted effectively & efficiently. - Participate in global team projects as required, including research and preparation of process and documents recommendations, as well as implementation of agreed actions. - Contribute to the monitoring and development of staff benefit offerings. 	Required outcomes and deliverables met as per project plan.
People Strategy & goals	<ul style="list-style-type: none"> - Agile planning/goals aligned to and supportive of the overall business strategies. 	Achievement of People Team Goals & Company Goals
Responsible Business / Purpose Beyond Profit	<ul style="list-style-type: none"> - Understand IGs purpose beyond ethos and ensure the People team function/team contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by IG each year 	Achievement of People Team Goals & Company Goals