

JOB DESCRIPTION

Job Title:	Human Resource Service Partner	Post Holder:	Vacant
Reports To:	Head of Human Resources	Location:	Dublin or Limerick
Salary:	This role is attached to a salary scale that starts at €46,570 rising to €60,490, with appointments made depending on qualifications and experience.		

Purpose of the Job

The role of HR Service Partner is vital to the successful delivery of quality programmes and services in NOVAS for our staff. The HR Service Partner will support HR department within the authority delegated from the Head of HR. The HR Service Partner is responsible for supporting managers and staff across the country.

The HR Service Partner will report to the Head of HR, will be a member of, and work collaboratively with, the HR Team. The post-holders' usual schedule will be to work Monday to Fridays during office hours, with a high degree of flexibility and adaptability required.

The HR Service Partner will have a background in Human Resources, with training or experience in the area of Human Resources. They will be expected to work within the relevant frameworks of quality standards or legislation. This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

Environment of the Job

NOVAS is a not for profit organisation and Approved Housing Body, we work with single adults, couples and families and who are homeless or at risk of being homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 200 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together. Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

Delegation and Reporting

The HR Service Partner has a coordinating role within the areas of Human Resources in collaboration with colleagues within the HR function and where appropriate from within the wider management team. The HR Service Partner may be required to consult with, and take direction from the CEO or other designated Senior Management Team members. Oversight for the work in this role is provided by the Governance Sub Committee of the NOVAS Board of Directors.

The HR Service Partner will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision-making will at all times be informed by the best interests of clients and tenants and ensuring cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggling to regulate their behaviour. Patience, respect and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities	
Accountability	Achieved by
Recruitment & Selection	<ul style="list-style-type: none"> • Support managers to ensure approval and funding is in place for new recruitment campaigns. • Support managers with the preparation of Job Descriptions for roles to be advertised. • Manage and monitor the preparation of recruitment adverts, advertising, collection of applications and communications with relevant managers. • Oversee the formation of recruitment panels, communication with candidates, booking of interview times, preparation of interview questionnaires and filing or destruction of relevant recruitment documentation.
Employee Relations & Management	<ul style="list-style-type: none"> • Familiarity with NOVAS HR Policies and Procedures and Irish Employment Legislation and Best Practice Guidelines for managing and addressing performance concerns. • Contribute to the development and revision of NOVAS HR Policies and Staff Handbook. • Support people managers with day to day queries about supporting, managing and developing staff. • Provide guidance to staff on grievance and complaints procedures. • In collaboration with the Head of HR, support managers to effectively manage performance, interpersonal and other employment issues through the correct processes.
Learning & Development	<ul style="list-style-type: none"> • In collaboration with the management team, contribute to the development of a common NOVAS induction pack. • Guide managers to prepare and deliver role specific induction plans for new recruits. • Coordinate required training programmes with providers and record the delivery on CRM system.

<p>Supervision, Support & Development</p>	<ul style="list-style-type: none"> • Engaging in regular one-to-one sessions with line manager including planning of continuous professional development. • Working under the direction of line manager and the wider management team to develop appropriate competencies. • Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. • Participating in team meetings. • Familiarity and compliance with all relevant policies and standards. • Participation in relevant and required training events.
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Become familiar with Novas Health & Safety in the workplace requirements • Vigilance of health & safety hazards and timely reporting of same to your line manager. • Where appropriate co-ordinating workplace incidents and accidents in accordance with policies.
<p>Information Management</p>	<ul style="list-style-type: none"> • Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate. • Support the front of house office staff where necessary.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate will have:

- Experience in most or all of the following areas: employee relations and employment law; job analysis, recruitment and retention; induction; training and staff development; managing change; implementation and application of policies and procedures; investigation management, management of HR systems and records.
- Criminal Record Self Declaration will be sought for this role.
- Full driving license and access to their own vehicle.

Desirable Criteria

It would be an advantage for the candidate to have or be working towards:

- a Bachelor's degree (NFQ, L7) in Human Resource Management or a closely related field and membership of CIPD.
- At least three years of Human Resources experience or managerial duties in previous employment.
- Experience within the charity sector is not a prerequisite but a strong interest in working within the charity sector is desirable.

NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.