

We are a global design leader ranked 11th largest in the UK and within the Global Top 100 of architectural practices. With our Head Office in London, we have studios across the UK and internationally in New York, Singapore and Amsterdam.

Our people are the foundation of our culture: tightly knit and incredibly welcoming. We nurture our staff and encourage their creative and entrepreneurial spirit. We set high standards for ourselves and our teams work collaboratively to achieve the best, and have the determination and drive to do things better. We like to push ourselves, creatively, in business and as a team. We listen and explore every angle with our clients so that we make the creative journey an enjoyable one for all.

Human Resources Manager (Maternity Cover)

Your role

Reporting to the Head of People & Culture, and working closely with the Directors, this role contributes to shaping the people strategy in accordance with the company vision and values. The role provides operational HR advice and guidance and is the first point of contact for all general employee relations and HR support across all our Studios, Sectors and Services.

In addition, this role will act as main liaison with the Finance team.

The Human Resources Coordinator will report directly to this role.

Specific Company-wide Responsibility

- Reward and Recognition: Provide a competitive reward, recognition, compensation and benefits structure to maintain equity and stability, and competitive advantage;
- Manage HR related risks to the Company
- Assist the Head of People & Culture with advise and support/organise activities associated with mergers and acquisitions, office closures
- Assist the Head of People & Culture with research, due diligence and advice relating to opening offices nationally and internationally.
- Continually seek to improve and innovate HR services to the Company
- Maintain a continual overview of business people related issues and proactively address
- Be a visible 'friend' to the business
- Provide legislation related and best practice advice and organise downsizing, disciplinary, grievance, TUPE exercises
- Ensure maintenance of appropriate policies and procedures to accurately reflect legislative requirements and company policy and recommend changes / updates where needed
- Ensure recruitment, retention and overarching employee duty of care, e.g. monitoring overtime, absence
- Support and, where appropriate, drive staff engagement and wellbeing initiatives
- Stand in for the Head of People & Culture during absences

Reward and Recognition

- Provide Reward and Recognition advice, guidance and support to the Remuneration Committee
- Advise Board and Directors of market influences, competition risks and recommend appropriate and affordable remuneration and reward strategies, both financial and non-financial
- Maintain continual overview of reward structure recommending equity and fairness with objective and competency based decision making.
- Support the Head of People & Culture in overseeing the Salary and Bonus process, including demonstrating high levels of proficiency when preparing compensation schedules using a combination of data from the HR Database and Excel.
- Carry out the annual salary surveys for each geographical location both in the UK and Internationally with the support from the Human Resources Coordinator
- Salary modelling

- Monitor the costs against budgets– Legal, Staff Costs, Recruitment, Training, Charity and regularly report to the Head of People & Culture on the current spend

Payroll and Insurances

- Working with the Compensation and Benefits Administrator:-
- Assist the Pension Trustees with organising meetings, responding to administrative queries and processes as and when required
- Ensure efficient and effective annual market benchmarking completed for all insurances to inform future decisions
- Review flexible benefits platform and monitor costs to ensure nil cost to the business.
- Review and approve monthly payrolls

Recruitment and Selection

- Ensure efficient resourcing strategy to allow controlled company growth and minimise turnover
- Regular liaison with Studio Principals regarding their resourcing requirements, with awareness of cross-office resourcing assistance and work with the Human Resources Coordinator to choose the most appropriate methods to resource appropriate candidates
- Manage the daily activities of the Human Resources Coordinator and oversee the efficient and effective management of the Company's recruitment and selection process
- Investigate and liaise with colleagues regarding outsourcing in UK and Internationally
- Investigate and make recommendations to improve recruitment and selection processes and procedures
- Monitor the Recruitment costs against budget
- Track retention, highlight issues with Directors, suggesting and ensure initiatives are followed through to resolve
- Deliver HR Inductions for new joiners below Associate level.

Employee Relations

- Guide and advise Directors with policy interpretation to ensure legal compliance, the management of general employee relations issues, e.g. performance, capability and conduct to ensure fair and consistent management decisions. Lead prompt resolution of employee issues and investigations.
- Lead ad hoc HR related projects e.g. Redundancy, performance management, job evaluation, mergers and acquisitions.
- Collaborate with the Bid and Marketing teams to provide accurate and compelling HR information for bid and tender opportunities including OJEU, PQQs and similar, keeping the 'HR bible' up to date.
- Ensure proficient use of the HR Database, producing management reports
- Proactively support the Wellbeing and Charity initiatives for each studio
- Track HR metrics regularly to include staff turnover, exit interviews feedback, sickness rate, overtime rate.
- Review HR policies and processes regularly and recommend changes / updates in line with the latest legislation

Training and Development

- Contribute to the Training and Development strategy working closely with the Head of People & Culture
- Oversee and manage the Advance personal performance and development platform and recommend improvements to the annual review process.
- Promote the Career Roadmap to all staff to ensure it is embedded within the culture of inclusivity and opportunity
- Deliver in-house workshops as and when required

Staff Engagement

- Administer annual staff survey (preparation, roll out, results analysis and actions)
- Assist the Head of People & Culture with company wide engagement and wellbeing initiatives

Your qualifications and experience

- MCIPD with proven successful change management experience
- Experience in a similar role required
- Experience of working in an architect's practice or similar would be an advantage.
- Proficient use of HR Database – ideally Cascade
- Good working knowledge of Word, Excel, Powerpoint and Outlook essential.

Your personal attributes

- Ability to work confidentially and discretely at all times.
- Conscientious, helpful, personable and able to work well on their own initiative.
- Highly organised and efficient.
- Ability to demonstrate resilience and integrity through building relationships with key stakeholders
- Able to work effectively when under pressure.
- Flexible attitude and able to cope with change.
- Positive 'can-do' attitude – 'rolling up the sleeves' to deliver what the business needs.
- Tidy, punctual and well-presented.
- Willing to work as part of a team and to commit to shared goals and aspirations.

What you will do

Leadership

Drive for Results

Face challenges with energy and enthusiasm; taking advantage of opportunities; making changes to improve your own and team's work; setting SMART and challenging goals to achieve better performance; developing skills and knowledge.

Concern for Quality

Monitor and review your own and others work against targets; checking, supporting and giving feedback, focusing on improving processes and procedures; planning ahead and aiming for the highest quality. Manage the performance of your team against clear objectives.

Interpersonal Effectiveness

Understand and demonstrate concern, empathy and insight; making social contacts; organising team events to strengthen your team relationships. Act as coach or mentor to develop your team members professionally.

Visionary Leadership

Communicate effectively; explain challenges facing the practice; communicate the vision and relate vision to your own team/function; ensuring your team are committed to the vision.

Agility and Adaptability

Recognise the need to adapt and change; identifying how to ensure success and demonstrating empathy when managing change.

Team Management

Team Work and Collaboration

Lead, listen to and support your team. Promote a team spirit and encourage inter-team and cross Practice collaboration. Celebrate team success, resolve conflict and act as critical friend, remaining supportive and motivational.

Managing People and Teams

Set SMART objectives and monitor performance; give honest feedback and address performance issues; communicate with the wider practice; promote team moral; develop team skill, knowledge and acumen.

Project Management

Client Focus

Think of your client first, using your initiative to deliver an appropriate level of service; expertly manage your client and team to focus on their requirements.

Functional Excellence & Commercial Acumen

Understand the climate and culture of the Practice and use the culture to obtain the best results; be seen as an expert in your field, providing advice and dissemination of knowledge. Openly highlight and manage risk.

Strategic Capability

Question and seek evidence to support findings, understanding complex concepts and methodologies, communicate clearly; contributing to innovation and think laterally.