



1. Job Title	Human Resources Manager	2. Job Description Date	May 2025
3. Department/Team	Human Resources	4. Reports to	Human Resources Director
5. Context			
<p>The RHC is a historic institution providing sheltered accommodation for some 300 retired soldiers, known as In-Pensioners. It ensures Army veterans are provided with the support and comradeship they need in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow.</p> <p>The role holder is expected to lead by example in demonstrating the Royal Hospital Values:</p> <ul style="list-style-type: none"> • Nurture Belonging – unite through comradeship. • Respect Individuals – listen and act. • Encourage Pride – commit to high standards. • Enjoy Life – make people smile. <p>All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital's Strategy and Vision.</p>			
6. Role Purpose:			
<p>Reporting to the HR Director, the HR Manager is responsible for implementing and managing HR policies and strategies and focusing on the day-to-day operational aspects of HR. The HR Manager is responsible for overseeing the delivery and managing of specific HR functions such as recruitment, employee relations, training, while ensuring compliance with employment law and supporting the overall HR goals of the organisation.</p>			
7. Principal Accountabilities: 8-10 outcomes			
<ul style="list-style-type: none"> • Support strategic HR leadership by translating high-level vision into clear, actionable frameworks and procedures. • Oversee relevant areas of HR, including but not restricted to pay, pensions, recruitment, employee relations, policies and employee wellbeing to ensure compliance and accurate administration. • Provide line management of the HR team. • Serve as a point of contact for managers and employees, providing guidance on HR policies, procedures, and best practices. • Provide accurate and timely performance reports on people management and key performance indicators for the RHC workforce. • Develop and support the Performance Management process, through liaison with Line Managers with reference to training and developmental needs identified through the process and offering support with improvement of performance related issues. • Responsible across the whole organisation to identify development needs and support Directors and Senior Managers with the coaching and mentoring of staff. • Drive a culture of engagement and inclusion by proactively shaping experiences that make employees feel heard, valued, and empowered. • Responsible for the development and analysis of staff feedback and data, with the aim of creating a better working environment and engaged culture. • Ensure all mandatory compliance training is up to date and work with line managers to address any areas of concerns with completion to avoid risk. 			



8. Leadership expectations

The role holder is expected to:

- Have strong communication skills and the ability to motivate, guide and manage the HR Department Team.
- Be adept at managing change, resolving conflicts, and ensuring compliance with relevant regulations.
- Foster a positive and inclusive work environment and be able to develop and implement effective HR policies and practices.

9. Skills Knowledge and Experience

Essential Skills

- Strong communication, administrative expertise, HR management knowledge, strategic thinking, and the ability to manage priorities effectively.
- The HR Manager needs to be proactive, able to advise and coach others, and have expertise in recruitment and selection and conflict resolution.
- Ability to plan, identify, implement, and manage training programs for employees to enhance skills and knowledge.
- Demonstrable experience of delivering robust HR solutions.
- The ability to develop and manage effective relationships across a diverse group.
- Ability to exercise empathy and emotional intelligence and build rapport with a wide range of people.

Desirable Skills

- Experience of coaching and developing individuals, teams, functions to higher performance.
- Excellent interpersonal and communication skills both written and verbal including experience of presenting and influencing staff at all levels.

Knowledge and Experience

A strong knowledge of employment law, best practice processes for discipline issues and experience of employee relations. Experience in a senior position of managing teams of various sizes. and of HR Business Partnering

Competences

Ideally qualified to degree level, or equivalent experience, and holding a relevant professional certificate from an accredited organisation such as the CIPD. As the human resource profession is constantly evolving, you will be expected to continuously update your learning and knowledge throughout your time in the role.

Qualifications & Memberships:

Degree or Equivalent Experience
HR Management
CIPD Membership Level 5-7

10. **Agreement:** I have reviewed this Job Description and confirm it accurately reflects the role.

Employee

Date

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.