



Job Title	Human Resources Manager	Job Description Date	Mar 2026
Department/Team	Human Resources	Reports to	Human Resources Director
Context			
<p>Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.</p> <p>We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:</p> <ul style="list-style-type: none"> • Nurture Belonging – bringing people together through comradeship • Respect Individuals – listening carefully and responding with care • Encourage Pride – doing things well and to a high standard • Enjoy Life – sharing warmth, positivity, and the occasional smile <p>As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.</p>			
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>			
Principal Accountabilities: 8-10 outcomes			
<ul style="list-style-type: none"> • Provide effective line management and professional development to the HR team, ensuring high levels of performance, and a proactive, solutions-focused working culture. • Lead and oversee key HR Operational areas—including pay, pensions, recruitment, employee relations, policies, Learning & Development and wellbeing—ensuring legal compliance, robust governance, and high-quality, consistent service delivery. • Support strategic HR leadership by translating organisational goals and senior leadership direction into clear, actionable HR frameworks, processes, and priorities that enable effective workforce planning and organisational performance. • Act as a trusted HR business partner to Senior Managers, offering expert guidance on HR policies, people matters, and best practice to support informed decision-making and drive organisational success. • Ensure all policies and procedures are updated in line with legislation changes, provide training and updates to all line managers and staff across the organisation to ensure understanding and compliance. • Provide expert advice on all employee relations matters, working with line managers to identify solutions while minimising the risks to the organisation. Carry out lessons learned exercises on key cases to ensure we foster an environment of continuous improvement. 			



- Produce accurate and insightful people metrics and performance reports on a regular basis and to feed into annual reporting cycles, presenting trends and recommendations to Senior Managers to support strategic workforce planning and continuous improvement.
- Lead the development and implementation of a revised Performance Management framework, working in partnership with Line Managers to ensure high-quality and effective objective setting, constructive feedback mechanisms are in place, and clear identification of training, development, and capability needs.
- Identify organisational development needs and partner with Senior Managers to design and deliver coaching, mentoring, and capability-building initiatives that strengthen leadership and team performance.
- Champion a culture of engagement, inclusion, and wellbeing by partnering with Senior Managers to co-create strategies, initiatives, and interventions that make employees feel recognised, supported, and empowered.
- Oversee the design, delivery, and analysis of staff feedback mechanisms (e.g., pulse surveys, focus groups, workforce data), translating insights into practical actions that enhance organisational culture and the employee experience.
- Ensure full completion and compliance of mandatory training across the organisation, working collaboratively with line managers to identify risks, address gaps, and maintain regulatory and organisational standards.

Leadership expectations

The role holder is expected to:

- Have strong communication skills and the ability to motivate, guide and manage the HR Department Team.
- Ability to influence, guide and support senior managers across the organisation with all HR issues.
- 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.

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

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.