



JOB DESCRIPTION

HR & Network Manager

Introduction

This is an office-based role for a national independent Occupational Therapy Practice within the centre of Hook, Hampshire. The role is suitable for part time working (minimum 3 full days a week) or full time. It requires an exceptionally well organised individual with previous HR experience.

As well as ensuring that the practice runs efficiently on a day-to-day basis, you will also work alongside the management team to develop and implement plans for business growth and an expanding team. The role is ideal for someone who has extensive HR experience but is looking for diversity within their role and enjoys working within small businesses.

We will expect candidates to have experience of reporting to director level and a proven track record of taking ownership and responsibility within their role. You will have a strong professional ethos of striving for continuous improvement.

The temperament of the person in the role is also very important. At The OT Practice we pride ourselves on being friendly and caring, but professional. As this role often requires dealing with people externally it is vital they are able to portray that message to our clients, therapists or suppliers. Internally they will need to use their own initiative to keep the company running smoothly and should always be looking for new ways to provide support to the directors and business as a whole.

Applications & enquiries

Applicants should submit a CV and covering letter to sarah.h@theotpractice.co.uk or if you would like to discuss the role in more detail please call Sarah Hampton on 0330 024 9910.

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free
- We are friendly & caring, but always remain professional
- We are socially responsible – if there is a better option for a prospective client then we say so
- We are a private practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

Details of the role

The role of the HR & Network Manager is divided into three core parts; Therapist Network Management, HR Management and Facilities Management. The aim of the role will be to ensure the smooth management of the practice as well as providing a business partnering function to the managers and directors.

The HR & Network Manager will initially have the Receptionist reporting to them who will provide extensive administrative support with managing the therapist network and facilities. Depending on the administrative burden, as the business grows, it may be necessary to increase the admin resources available to this role and associated line management duties.

The role is responsible for the following specific tasks – either performing the task themselves or providing direction to administrative support:

Therapist Network

- Take overall responsibility for the onboarding of new Therapists
- Ensure Therapists vital documentation (e.g. professional indemnity insurance, DBS, HCPC) remains valid at all times in order that they are able to work
- Have an understanding of self-employment implications for associates
- Use available systems to run and analyse Therapist status reports
- Ensure actions are taken to keep Therapist Network KPI's below or equal to set targets
- Communicate with Therapists to highlight any actions required and update news items accordingly
- Take ownership for the Therapist Handbook and ensure it is kept up-to-date
- Take overall responsibility for ensuring Therapists have undertaken GDPR/Data Protection training once annually and that they confirm this by providing a Fitness to Practice Form
- Liaise with client teams to maintain the integrity of the network, ensuring therapists who are not used are removed from the network and suspended/on hold therapists are continually reviewed
- Provide Director's with Therapist Network KPI report at least once monthly

Human Resources

- Provide guidance and direction to managers (in an HR business partnership capacity)
- Manage the current payroll and pensions process in conjunction with our 3rd Party service providers
- Prepare relevant contracts of employment and administer associated paperwork
- Ensure staff files are up-to-date and have relevant information filed
- Oversee and organise new staff inductions including the administration of our online training tool to ensure appropriate training courses are completed

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- Ensure probationary reviews are completed
- Liaise with Line Managers to review appraisal objectives and any development objectives are appropriately supported
- Responsible for retention and rewards, including review of our current package
- Manage training and CPD records
- Have an awareness of HR trends and legislative changes and report these to the management team as necessary
- Take ownership for the Employee Handbook, ensuring it is kept up-to-date
- Update and produce policies and procedures as required
- Ensure the team are appropriately informed about any changes in practice policy or procedure
- Manage and record team attendance, including holiday planning, dealing with sickness absences in a timely manner, monitoring levels of non-attendance
- Monitor staff turnover levels and succession plan with the management team
- Responsible for GDPR and data regulations in relation to employees
- Respond positively at times of change, take a proactive role in change management implementation
- Oversee DBS checks via our preferred on-line provider
- Encourage effective teamwork throughout the company

Facilities

- Take ownership of the day-to-day activities of The OT Practice office
- Manage health and safety compliance for the company
- Review risk assessments received from staff and associates
- Overall responsibility for First Aid
- Willingness to be a Fire Marshal and Situation Manager in the event of an emergency
- Ensure regular checks are carried out on the fire alarm system, and that fire drills are held at predetermined intervals
- Investigate all reported accidents and record in accordance with legislative requirements
- Provide a safe and secure environment for all employees and visitors through the effective maintenance of the premises
- Keep health and safety and fire risk document policies up-to-date
- Manage the Facilities calendar keeping it up to date and ensuring tasks are carried out when necessary
- Review contract renewals, check new and existing supplier contractual terms and conditions (e.g. Fire Safety Maintenance, Window Cleaning, Hot Water Boiler, Sanitary Disposal)
- Responsible for ensuring the office is stocked with stationary, cleaning supplies, tea, coffee etc. through timely online orders
- Manage petty cash ensuring all expenditure is logged
- Ensure that the management team, staff and visitors are aware of security and health and safety arrangements, and review these at regular intervals to ensure compliance Maintain the business continuity and disaster recovery plan
- Maintain equipment and manage reactive repairs in line with recommendations
- Oversee any associated facilities contracts, liaising with contractors or suppliers
- Liaise with the Domiciliary Assistant to ensure a high standard of cleaning for the premises
- Actively encourage office team communication, holding meetings and sharing news/updates
- Line manager to the Receptionist & Office Administrator and the Domiciliary Assistant

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Skills and qualifications

The following skills and qualifications will be required/desirable:

- Be educated to degree level, or comparable
- Have a management, HR, office management qualification, or similar
- Management experience, reporting to director level
- Understanding of Occupational Therapy or the private healthcare market is beneficial
- Be conversant with all relevant business legislation, such as employment law, and health and safety legislation
- Able to own and implement people processes and HR policies across the company
- Track record of successful operational and business improvement, in similar roles where autonomous decision making and responsibility was required
- Previous experience of budget development and management to ensure tight cost control
- Be able to make decisions at pace
- Exceptional organisational skills
- Excellent administrative skills and attention to detail
- Competent with IT and excellent understanding of MS office (tech savvy)

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to take responsibility for the day to day running of the office, which will take a high level of organisation, efficiency and sense of responsibility for it to run smoothly. Important personal skills and attributes include:

- Excellent interpersonal skills, caring, friendly and always willing to listen
- Taking responsibility and having the ability & confidence to make good decisions
- Problem solver with drive and determination
- The ability to coordinate complex activities against tight deadlines
- A willingness to accept responsibility and to take the initiative
- Good at delegating and 'making things happen'
- Energise, influence, motivate and inspire the team around you
- Personal pride in your work and a sense of wellbeing from helping clients and the business
- Efficient working style and ability to juggle tasks without missing things
- Acts as a role model, demonstrates a passion for delivering a high-quality service
- Excellent organisational and time management skills, demonstrate ability to prioritise and manage workload
- A strong sense of ethics and integrity

What we offer you

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 23 days holiday, plus bank holidays and other company benefits. (Pro-rata if part time.)

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