



Job Title: Service Support Manager (Human Resources, Administration and Marketing)

Cornerstone office: Head Office is Doncaster; we also have an office in Newcastle upon Tyne, and one near Stirling in Scotland.

Accountable to: CEO

Line Management responsibility for: Marketing & Recruitment Officer; Senior Administrative Officer; Administrative Officers (collectively the HR, Admin and Marketing team)

Job Description

Overall Main Duties

1. As part of our Senior Management Team you will drive the charity forward as you take lead responsibility for overseeing our human resources, and bring the value and interests of our people to the fore in all the strategic decisions we make.
2. You will manage our strategic and day-to-day relationship with our outsourced HR services supplier, ensuring it remains effective and efficient, and securing maximum value for money via the existing Service Level Agreement.
3. You will manage, negotiate and review all our employee contracts, as well as all volunteer agreements and freelance contractor agreements, in conjunction with our outsourced HR services supplier.
4. You will own and manage all our internal policies and procedures, ensuring new policies are innovatively and holistically drawn up in conjunction with our outsourced HR services supplier, properly implemented throughout Cornerstone and routinely reviewed in as efficient a manner as possible.
5. You will deliver comprehensive employee recruitment exercises that secure quality candidates, assess those candidates rigorously, reference them safely and ensure Cornerstone appoints, inducts and develops dynamic employees.
6. You will build and implement a professional system of Continuing Professional Development that drives up staff performance, empowers managers to properly appraise and incentivise their staff, provides a suite of engaging documents for supervision, appraisals, annual leave, training, salary banding and scale points.
7. You will own and oversee our employee retention strategy aimed at retaining current employees.
8. You will enthusiastically support our foster carer recruitment efforts across the UK by ensuring that our marketing raises our profile and secures high levels of interest and an increasing number of applications.
9. You will head up our Marketing function, developing strategy and overseeing our day-to-day marketing efforts through effective line management of our Marketing & Recruitment Officer.
10. You will head up our Administration function, developing strategy and overseeing our day-to-day administrative efforts through effective line management of our Administrative Officers.

11. Any other duties as required commensurate with the post.

Christian Context

- As a Christian organisation Cornerstone has a Genuine Occupational Requirement (GOR) on all posts and only employs Christian staff who affirm the 'Statement of Faith' and who agree to the 'Code of Practice.
- All aspects of the work will be carried out in a manner consistent with the aims of Cornerstone.
- The post holder is expected to engage in a variety of activities that are consistent with a practising Christian lifestyle in all aspects of the above job description (including worship, Bible study, prayer, fasting).

Personal Specification

Qualifications and Professional registrations (if applicable)

Knowledge/Experience

- Management and/or co-ordination of human resources
- Professional administration in the public, private and/or third/charitable sector
- Experience of marketing, PR, and/or media campaigns
- Experience of leading and/or implementing business change projects
- Experience of line management
- Experience of working to the tight timescales demanded by recruitment processes and safer caring recruitment standards
- Working in an environment requiring a high level of confidentiality and commitment

Essential

- Experience within a similar role
- Experience of the development and implementation of strategic business plans
- Excellent communication skills, both written and oral, including presentation of reports
- Excellent inter-personal skills and the ability to respond to others with integrity and diplomacy
- A willingness to lead and challenge where and when required
- Ability to maintain high standards of discretion and confidentiality
- The ability to anticipate needs, challenges and prioritise tasks
- An ability to be self-directing and take personal responsibility for effective time management and demands of the workload
- A high level of computer literacy, numeracy and ICT competence
- Ability to multitask and work calmly and efficiently under pressure
- A high level of concentration and accuracy

Desirable

- CIPD qualification or similar
- Experience of strategic development work

Disposition

- A determination to do everything to the highest standard in line with Cornerstone's Core Values
- Able to take responsibility and exercise appropriate initiative.
- Ability to work unsupervised.
- A commitment to work as part of a multi-disciplinary team.
- The flexibility and willingness to be available when necessary at short notice
- A full understanding of and sympathy towards Cornerstone's aims and objectives both as a charity and as a Christian organisation
- A willingness to sign Cornerstone's 'Statement of Faith' and 'Code of Practice'

Terms & Conditions

- Hours: Full-time (35h per week):
- Exact working pattern in terms of days/hours to be established; role will be a hybrid flexible one with an agreed minimum number of hours worked in the office, and the remainder worked at various offices/locations and the applicant's home
- Holidays: 25+3 days per annum pro rata, where 3 days (pro-rata) must be taken between Christmas and New Year's Day when the office is closed.
- Salary: £35,000-40,000 dependent on qualifications and experience
- Pension: Non-contributory employer pension contribution of 8% after successful completion of the probationary period

Cornerstone reserves the right to amend or add to this job description at its discretion. Changes will be discussed with you in person.