



Job Description

Job Title:	BWFC Group Head of Human Resources
Reporting to:	CEO
Based at:	University of Bolton Stadium
Salary:	Competitive
Hours:	40 hours (Full time). A flexible approach to working hours will be required

The Group Head of Human Resources role is a senior management role within the football club and will provide a comprehensive HR service developing and leading best practice approaches within the entire HR function working across the football club and hotel, working closely with the CEO and senior management team to develop and create people centered strategies and culture aligned with business goals and the football club's ethos of One Club, One Community, One Town to establish BWFC group as employer of choice for Bolton area.

Main areas of responsibility

- Experienced, proactive and highly motivated senior HR professional, with proven experience of delivering a complete HR service in a senior role.
- Ability to lead people change projects including employee engagement, restructure, compliance, pay and benefits.
- Commercially strong, with the acumen and expertise to deliver pragmatic results through people strategies closely aligned to business requirements.
- Strong influencing and negotiation skills to establish credibility with others to gain acceptance and agreement.
- Excellent people skills with the ability to build strong relationships and communicate effectively at all levels.
- Strong analytical skills able to make rational judgements based on relevant information.
- Empathy and listening skills to manage differing viewpoints and provide a proactive and responsive approach to queries and escalations.
- Collaborative team player with integrity and strong work ethic.
- Strong organizational skills with excellent attention to detail in all aspects of work.
- Flexibility to work weekends and evenings as required to support match day operation and teams across the business.
- CIPD qualified or equivalent with strong employment law knowledge and excellent awareness of current HR challenges/new legislation.

Key Responsibilities and accountabilities

- In conjunction with the board, CEO and senior management team develop and launch BWFC group culture and values across all areas of the business, building these into all aspects of people processes and employee life cycle.
- Ensure alignment of all HR policies, procedures and practices across in business in line with current statutory obligations

- Uphold the HR function, educating management on policies and processes across the Club and hotel, such as; recruitment, inductions, absence, performance management, disciplinary & grievance
- Continuously monitor and review HR policies and processes implementing changes and updates where necessary.
- Communicate on any policy or process changes using intranet and weekly meetings.
- Ensuring all relevant documentation in place across all business areas in relation to employment of staff including, employees, casual workers, match day, volunteers and off payroll workers.
- Develop with senior management team and managers strategies which consider immediate and long term training requirements ensuring plans in place to deliver these.
- Work in conjunction with finance to oversee staff benefits, and monthly payroll in addition to wider projects such as Gender pay gap reporting, and real living wage planning as required.
- In conjunction with finance work closely with identified business areas to ensure effective payroll management processes and targets in place and adhered to i.e. ATR's, contract changes, return to work forms, annual leave requests etc.
- Review all HR systems and processes in use across the business to ensure streamlined and efficient to support effective compliance with HR processes and procedures across the business.
- Implement new processes and systems as required to ensure HR function remains fit for purpose in line with business requirements.
- Ensure robust performance management and absence management processes in place across the business and all managers trained and confident to deliver these within their departments.
- Oversee recruitment processes across the group, to ensure they attract the best talent to the business including preparation of job descriptions, adverts, use of social media and other channels for recruitment, shortlisting and interviews.
- With senior business managers develop relevant talent and succession plans for all areas of the group.
- Ensure all advertisement and recruitment processes are compliant with required legislation and all relevant pre-employment checks completed, written references, right to work etc.
- Manage potentially complex employee relations issues, such as investigations and grievances leading conduct and capability/disciplinary procedures as required.
- Support with compliance audits as required i.e. safeguarding, EFL Code of practice.
- Maintain and manage all personnel files ensuring all staff have relevant terms and conditions and files audited annually in line with statutory compliance and GDPR requirements.
- Work with line managers to ensure all DBS and safeguarding checks documentation is completed, received and recorded.
- Lead and support all Equality, Diversity and Inclusion activities in line with relevant Codes of Practice, ensuring all required reporting completed in relation to this across all business areas.
- Ensure effective interactive induction and on boarding process in place across the business to ensure all new starters are welcomed to the business in line with Bolton Wanderers Group Culture and values and supported as they start within the business.
- Plan and deliver annual formal appraisal process across the business, reviewing all returned PDP information and completing training needs analysis to build annual group training plan.
- Ensure culture of ongoing review and development across the business led by department managers in a structured and documented manner.
- In conjunction with senior management team oversee and drive employee welfare and mental health and well-being projects across all areas of the business.
- Advise and support senior management team with restructure and change management processes across the business as required.
- Ensure all 3rd party staffing suppliers are reviewed to ensure working in line with statutory and club requirements i.e. right to work checks, modern slavery etc. and all pricing competitive with relevant Service Level Agreements in place and reviewed 6 monthly.
- Support customer journey throughout business through ensuring standards in place and supported by relevant training and development plans or supplier support as required.
- Ensure all managers have focused 'people' kpi's in place and reviewed regularly to support overall people and culture strategies.

- Ensure data collected and analysed to produce relevant and insightful information and reports to support organisational decisions i.e. turnover, retention, absence, training, new hires, exit interviews etc.
- Develop methods and plans for seeking employee feedback i.e. staff forums, employee surveys etc. ensuring all points raised actioned appropriately with feedback given.
- Work with management on reward and recognition strategies that can be implemented across the business to motivate employees and increase engagement levels.
- Seek opportunities to grow the profile of the business within the local community working closely with BWITC, University of Bolton and local colleges to maximise training and development opportunities and funding opportunities and increase interest in careers within the BWFC group.
- Support the head of operations with appropriate training and work force development for maintenance, stadium and operation.
- Treat all colleagues as customers ensuring respectful positive outcomes across communications.
- Be an ambassador of the Group, providing excellent customer service at all times whilst portraying a professional image.
- BWFC seeks to ensure that all children and young people are protected and kept safe from harm while they are with staff and volunteers within Bolton Wanderers activities. Everyone at Bolton Wanderers has a safeguarding responsibility for all work colleagues, fans and any vulnerable adults and children.
- Adhere to and abide by all BWFC policies, procedures and guidelines especially remembering responsibilities to others under Equal Opportunities, Health and Safety, Equality and Diversity.
- This post is subject to a DBS disclosure.

The list of duties above is not to be regarded as exclusive or exhaustive.

Unspecified Duties

To carry out any other reasonable requests from senior management that would help to ensure business objectives achieved. Please be aware that this job description will reviewed and updated and amended from time to time, in accordance with business requirements

Declaration

I, Confirm I have read, understood and agreed to this job description, which explains the main duties/responsibilities of my job, but is in no way exhaustive and any other duties relevant to my post may be required as and when.