

**JOB DESCRIPTION**

**Role title: HR and Business Services Manager**

**Hours of work: 35 Monday- Friday**

**Reports to: General Secretary**

**Date:** **July 2025**

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| 1. **SUMMARY OF THE POST**
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| * To manage and effectively deliver all HR activity including employee relations, training, and recruitment.
* To manage ICT function supported by ICT and systems support officer and specialist external providers.
* To oversee Communications function supported by Lead Communications and Senior Support officer
* To be responsible for managing all issues relating to AEP facilities.
* To have responsibility for ensuring health and safety standards are maintained within the office and that regular processes and checks are implemented
* To be responsible for and oversee the successful delivery of AEP courses, conferences and agreed events.
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| 1. **JOB PURPOSE/KEY DUTIES**
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| **2.1 Human Resources** * To support and manage employee relations casework when required.
* To implement and undertake disciplinary, grievance, capability, bullying and harassment procedures as required.
* To ensure that all staff policies and procedures and the staff handbook are reviewed and updated regularly and as required
* To manage and oversee all aspects of the recruitment process for any new staff as required, including induction.
* To ensure that staff attendance and absence is monitored and that all appropriate HR reports are prepared as required via the regular updating of designated systems and software.
* To oversee planning and organising the AEP’s staff development programme.
* Role in collective bargaining with staff and union representative? (CL)
* Oversee complaints processes

**2.2 Organisational management** * To be responsible for the effective delivery and performance of Communications and ICT including supervision and monitoring of workloads
* To work closely with other senior officers to review, develop and implement effective administration systems, which make full use of ICT, to support business and service delivery processes within the Association.
* To prepare reports and briefing notes for the NEC where necessary.
* To assist the General Secretary as required in relation to complaints from AEP members or members of the public in accordance with AEP procedures.

**2.3 Facilities Management and Health and Safety*** To manage the office buildings, and equipment, and be responsible for their upkeep and maintenance.
* To ensure maintenance contracts are in place and negotiate contracts for general office equipment, supplies, and services. Keep under review current suppliers and contracts to ensure best value.
* To have oversight for Health and Safety policies and procedures within AEP premises to ensure a safe working environment.
* To ensure all office equipment is regularly tested and recorded in line with legislative and health and safety requirements.
* To have oversight for compliance with relevant data protection and Health & Safety legislation and AEP policies.

**2.4 Events*** To oversee events for Annual Conference and other AEP events
* To have oversight of the practical requirements for ensuring success of events.
* To oversee the contract management for venues, accommodation and third party providers.
* To ensure relevant event materials are prepared and distributed
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| **Key relationships** *These are the main working relationships that the post will have and or develop*  |
| **Person(s)** | **Description** |
| Key relationships with colleagues (by job title)  | General Secretary/ Head of Legal and Operations/ National Officer Employment Policies and Practice/ ICT Support Officer / Communications and Senior Support Officer |
| Line mgt. responsibility | ICT Support Officer / Communications and Senior Support Officer/ Senior Admin Officer HR and Events  |
| External bodies  | Venue and accommodation suppliers, advertising agencies.  |
| NEC members | Chair of F&O Conference group  |

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| **Qualifications, knowledge, skills, and experience***The postholder will be able to demonstrate these capabilities or willing to acquire them to fulfil the role.*  |
| **Qualifications** **CIPD qualification or working towards** Very good and well developed level of literacy and numeracy**Line management** * Line management of Communications and Senior Support Officer and ICT Support Officer
* Experience of management skills such as coaching, performance development (or willingness to learn)

**Communication*** Ability to communicate with a range of people in a range of situations
* High level of influencing and presentation skills
* Negotiation and support

**Strategic delivery, complexity, and planning** * Very good understanding of AEP strategic aims and the contribution that this role has to its delivery
* Plan and manage workload in line with AEP strategic aims to meet agreed deadlines
* Provide effective project management and line management which includes workload planning and development in line with strategic objectives
* Apply judgement when making decisions that impact service delivery
* High level of analytical thinking and problem solving skills
* Undertake relevant research commensurate to the role

**Operational delivery*** Ability to manage and oversee effective and professional HR and Business services support
* Work pro-actively and collaboratively with colleagues and delegate as required
* Very good standard of attention to detail and accuracy
* Good co-ordination, project management and planning skills
* Strong IT skills, including Microsoft Office.
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| **GENERAL**  |
| * To maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all. In accordance with relevant legislation and AEP policies the postholder is expected to take reasonable care of their health, safety and welfare and that of other persons who may be affected by the performance of their duties.
* To carry out all duties in accordance with the policies and procedures of the AEP and in ways that are aligned to and demonstrate our values.
* To provide cover for colleagues during periods of annual leave and absence from the office and to ensure that appropriate support is in place to maintain business continuity and during emergencies.
* To comply with individual responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a health and safe working environment.
* To maintain a secure, accessible and fit for purpose work area.
* To identify personal training and development needs as part of ongoing staff development and appraisal processes and participate in any relevant activities identified and agreed to support that development.
* Undertake any other duties commensurate with the grade of the post as required and as appropriate.
* To support the DPO in relation to GDPR, liaising with the General Secretary.
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| **Equalities and Diversity**  |
| The AEP is an organisation that actively values diversity and implements equality of opportunity. All staff are required to adhere to behavioural standards that ensure that all employees can carry out their duties in an environment that promotes dignity, fairness and respect and is free from unlawful discrimination. |

Please note that this job description is not an exhaustive list of duties and may be reviewed from time to time