



HR Manager Job Description

Position Overview

We are looking for a motivated HR Manager to establish a role, which is crucial for our growth strategy, focusing on engaging with customers, building rapport and establishing robust business relationships. The successful candidate will play a key role in our mission to provide exceptional product and (e-)service solutions to businesses and domestic customers, helping them to efficiently meet their operational e-needs. The HR Manager is expected to plan, oversee, expand and execute, the development of the human resources department. You will be responsible for driving the growth and success of the team through the acquisition of pleasing staff relationships. The HR Manager responsibilities include collaborating closely with the management team and should have strong written skills, good coaching and mentoring skills, and the ability to resolve conflict situations. They should also have a high level of professionalism and have a strong customer focus and be able to liaise with the company's financial accountants to help deliver payroll, pensions, holidays, staff absences, and help keep the workplace safe and ensure that job applicants are truthful about their past by asking them for a **Basic DBS** or an **Enhanced DBS** check every three years (or sooner if requested). This role requires excellent communication skills and the ability to work effectively with other managers and senior management, as well as with external stakeholders. Many companies require their HR Manager candidates to have a bachelor's degree, and earning one is often a good first step in pursuing this career. Candidates with a degree are encouraged to apply for this position as it is desirable. However, iTech-Co does not have a strict major requirement for this, as extensive experience and skills will be respected. The job is Hybrid and can be worked from home. The job would be suitable for someone who is reliable, can communicate technically and clearly, has strong people skills and is very knowledgeable in systematising worked hours for payroll and corporate governance.

About Our Organisation

We are a small product and (e-)service supplies company, where we, iT-Co and iTech-Co, is the ultimate destination for professional e-Shop design and web hosting services, e-waste recycling services and the finest refurbished tech. We trade online throughout the UK via our website(s):

<https://it-co.org> and <https://apps.it-co.org> and <https://itech-co.org>.

We specialise in creating seamless and efficient online shops tailored to customers' needs by providing innovative solutions, user-friendly interfaces,



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and expert reliable support. iT-Co does all the work to elevate the customers online presence. We also specialise in creating seamless and efficient e-waste solutions tailored to both B2B and B2C needs by providing the recycling of unwanted end-of-life electronic waste and shredding it for its raw materials to sell as scrap. Though, first the best electronic equipment is separated for refurbishment, then we re-sell it as the finest used tech. We offer sustainable e-waste recycling services on a one-time or recurring basis. We can offer tailor-made programs to fit customers' needs, large and small. The process is simple: customers schedule an e-waste pickup then an operator comes by to pick up the equipment, and we haul it away to a recycling facility where we sort, repair & reuse the equipment (if possible) or permanently dispose of the equipment by recycling it.

As a 'people first' business, we take the time to listen, understand what customers want from our products and (e-)services, and provide the support they need. Our focus is on meeting Customer needs and operating in a way that enables Staff to take pride in the business, making Customers happy to interact and buy from us. We strive to maintain constructive relationships with our customers and empower our Staff to personalise each e-Shop Design, each e-waste collection service and each tech refurbish, to work in harmony with Customers requirements and maximize quality workmanship by encouraging individual ownership and focusing on Customer Care. A continual improvement policy in the quality of work and services is practiced by management and is designed to meet the needs and expectations of our Staff. The commitment of the Company is total to establishing and maintaining a working environment, which is fair, professional, and deemed to meet or exceed the requirements of its Staff. It is a Policy of the Company that all employees shall have a full commitment to their employment with the Company and that they shall only produce work of the highest standard of quality. Hence, the Company acknowledges that training and commitment are essential requirements for the continued success of the Company.

HR Manager Job Responsibilities

Below is a comprehensive list of the 'key' job responsibilities so candidates have a clear picture of the day-to-day work and can determine if they have the right skills and wish to apply.

- ✚ Oversee the recruitment and hiring process, including job descriptions, advertising, and selection.



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- ✚ Plan and deliver staff inductions, employee training and development and monitor training needs.
- ✚ Manage employee performance and provide advice on pay, pensions, promotion, and benefits.
- ✚ Ensure compliance with employment legislation, internal policies, and industry regulations.
- ✚ Ask employees for a Disclosure and Barring Service (DBS) check as necessary for the role. A DBS check is a criminal record check that can help employers:
 - Keep the workplace safe and ensure that job applicants are truthful about their past by asking them for a **Basic DBS** check every three years (or sooner if requested), which can be requested directly from DBS or Disclosure Scotland, or through a Responsible Organisation with the applicant's consent.
 - In the UK, the HMG Infosec Level 5 Enhanced standard, set by the National Cyber Security Centre (NCSC), provides stringent guidelines for the process of data sanitisation. By adhering to HMG Infosec Level 5 Enhanced and asking them for an **Enhanced DBS** check every three years (or sooner if requested), which can be requested through a Responsible Organisation with the applicant's consent, the company can ensure the secure disposal of sensitive data, mitigate risks of data breaches, and avoid potential penalties. A crucial element of HMG Infosec Level 5 Enhanced is the need for physical security precautions to safeguard the storage media throughout the sanitisation procedure. This includes secure storage and the presence of authorised personnel throughout the process.
 - Ensure that DBS reports are securely destroyed after six months.
- ✚ Handle staffing issues, such as mediating disputes and directing disciplinary procedures.



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- ✚ Develop, implement and update policies on workplace issues, such as equal opportunities, holiday, absence management, and performance management.
- ✚ Implementing Staff's Annual Performance Bonus Payment; possible exclusions for Staff not receiving a Bonus are an employee has a disciplinary on their personnel file that is not yet spent, timekeeping or absenteeism, or having a criminal conviction on their **Basic DBS** check.
- ✚ Develop employee engagement strategies.
- ✚ Consult and advise other managers on human resources issues, such as equal employment opportunity, sexual harassment, DBS queries, etc.
- ✚ Communicate with and work effectively with other managers and senior management, as well as with external stakeholders.
- ✚ Develop schedules, plans, and policies, to deliver safe staff procedures and customer service standards.
- ✚ Accomplish staff objectives by training and coaching employees.
- ✚ Communicate job expectations to staff by planning, monitoring, and reviewing job contributions.
- ✚ Identify and develop new business opportunities within the target market to achieve sales and revenue goals.
- ✚ Collaborate closely with teams to ensure accurate scoping and delivery of services that meet client requirements and expectations.
- ✚ Sustain rapport with key accounts by engaging with potential clients where necessary through an initiative-taking outreach.
- ✚ Maintain accurate and up-to-date records of activities, opportunities, and client interactions.



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- ✚ Understand and assess the needs of each business, recommending products and (e-)services from our offering(s) that best meets their requirements.
- ✚ Collaborate closely with clients, colleagues, and management to ensure a seamless client experience from initial contact through to ongoing service/product delivery.
- ✚ Communicate with sales & marketing teams and other business units to build relationships.

Key Requirements

- ✚ The desired candidate will have previous management, administrative skills, and customer service experience and be able to work remotely on his/her own initiative, be target-driven.
- ✚ Outstanding negotiation and persuasion skills, with a keen eye for identifying and maximising business opportunities.
- ✚ Expertise in identifying staff needs and proposing tailored solutions.
- ✚ Excellent communication and interpersonal skills being able to listen.
- ✚ The ability to analytically think, assess data and facts to solve technological problems.
- ✚ Exceptional presentation and negotiation skills, with the ability to articulate complex technical concepts in a clear and concise manner.
- ✚ A collaborative team player with a customer-focused mindset and a passion for delivering exceptional service with the ability navigate the HR cycle with finesse and resilience.
- ✚ Organisational skills and the ability to manage multiple tasks efficiently.
- ✚ A driven, results-oriented approach, with a commitment to achieving goals.
- ✚ Confident and capable of making outbound calls with follow up e-mails.



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Skills Favoured

The qualifications for this role are often based on practicality and skills, and an understanding of IT and Web Development processes. Certain subjects and skills can be beneficial, such as:

- ✚ English Language: Effective communication skills, including reading and understanding instructions and safety guidelines.
- ✚ Leadership skills.
- ✚ Knowledge of public safety and security.
- ✚ Product and (e-)service knowledge.
- ✚ Communication skills.
- ✚ Organisation and time-management skills.
- ✚ Problem-solving skills.

What's on Offer – Benefits

- ✚ A full-time role consisting of 35 hours per week:
 - 9am – 1pm & 2pm – 5pm Mon – Fri.
 - Flexi-hours some weeks are acceptable.
- ✚ Paid per hour – Rate to be discussed at interview.
- ✚ 28 days Holiday per year.
- ✚ Annual performance-based incentive bonus below:
 - 10% of Gross Salary (paid every July – less Tax & NI).
- ✚ Company Pension (after 4 months qualifying period).
- ✚ Opportunities for professional development and career advancement as the company grows.
- ✚ Company events.



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A Basic DBS Check is Required for this Role

The applicant may apply directly to DBS (if they work in England or Wales) or Disclosure Scotland (if they work in Scotland). Alternatively, iTech-Co will carry out the check through a Responsible Organisation on behalf of the applicant, provided he/she gives us consent to do so.

How to Apply

If you are passionate about driving success through innovative strategies and possess the required skills, we encourage you to apply for this exciting opportunity.