

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



HR MANAGER

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: HR Manager

Contract type: Fixed term (Maternity cover 12 months until January 2026)

Hours: 21 hours per week

Band: 5

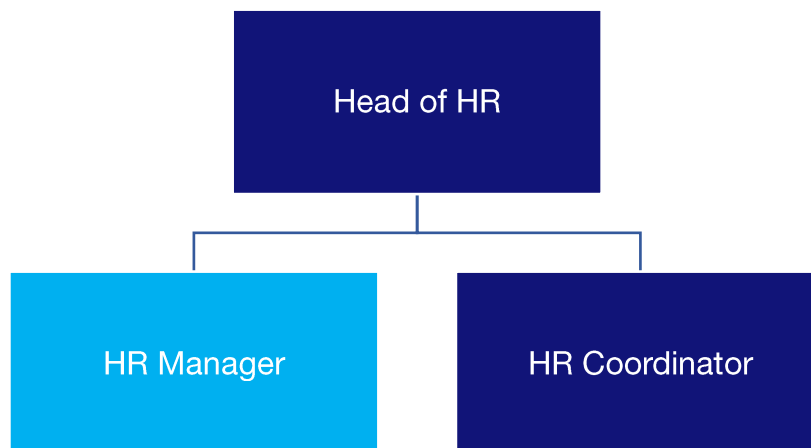
Key relationships (internal and external): All colleagues across DUK, Learning and Culture department, Third party payroll bureau, recruitment agencies, third party contracts and employee benefit providers

Key focus of the role: To provide day – day operational support to the POD directorate and wider organisation.

Directorate and team

This role sits in the [HR Team](#) in the [POD directorate](#)

Department



Main responsibilities

As HR manager, you will lead the provision of proactive and responsive operational HR support to colleagues and managers covering all aspects of the employment relationship including recruitment, payroll, pay and benefits, employee relations and employee development.

Person specification

All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

- The key activities you'll undertake (the What) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (the How)

You will be able to:

Employee relations

- Provide advice and support across the full breadth of people issues including absence, performance, probationary reviews, disciplinary and grievance, appeals, flexible working, and escalating to the Head of HR as required.
- Lead on monitoring and managing absence and liaising with managers on triggers and any support and next steps.
- Process Occupational Health referrals and follow up on key actions in line with DUK absence policy.
- Conduct exit interviews.
- In collaboration with the Head of HR, support on ensuring all HR policies and procedures are updated in line with employment legislation changes.

Payroll, Benefits and Pay

- Manage and lead the monthly end to end payroll process, in liaison with the finance team ensure that is done in a timely and accurate manner in compliance with government regulations and finance deadlines.
- Support in resolving and responding to any payroll related queries.
- Oversee the administration of our staff benefits e.g childcare vouchers, cash healthcare plan, ensuring up to date employee details and producing ad-hoc reports as required.
- Support the Head of HR in managing year end processes including pay awards, P11ds, P60s and, annual reward statements as required.

- Undertake job evaluations and support with benchmarking to ensure competitive pay, equity and prevent discrimination.
- Support the Head of HR with monthly account manager meetings.

HR systems, data and reporting

- Support the Head of HR with the review and implementation of any new HR system, including the build of the system, delivering training to users, supporting developing a project plan, acting as super user etc.
- Maintain expertise on the HR system and ensure its optimal use across the organisation including trouble-shooting issues as they occur, and making modifications to the HR system.
- Act as system super user, liaise with third party providers as required to ensure system remains fit for purpose.
- Lead on producing regular and ad hoc management reports, identifying trends and patterns to support decision making on people issues, and presenting this information to stakeholders
- Support the Head of HR with adhoc projects including preparing tenders, board papers, salary surveys and benchmarking.
- Manage the submission of statutory reports including ONS data on the government website.

Learning and Development and Wellbeing

- Support the Learning and Development team in delivering training, particularly on people management skills.
- Deliver monthly inductions for new starters.
- Ongoing coaching and mentoring of line managers to enable them effectively manage and lead their teams.
- With the Head of HR, support the implementation of the wellbeing strategy for Diabetes UK

Recruitment

- Manage and coordinate all aspects of recruitment and selection (e.g advertising roles, scheduling interviews, preparing offer letters and contracts, visa and DBS), including liaising with external agencies
- Manage DBS and right to work checks process to ensure organisational compliance, liaising with safeguarding team when required on recruitment.

Other

- Continuously and proactively seek opportunities to improve HR processes and practices.
- Ensure legal compliance throughout all HR practices, particularly in relation to employment law.
- Provide generalist support and administration across the employee lifecycle and HR function.
- Support the POD directorate as required on projects, and processes and day-to-day operations.
- Support the HR coordinator on day-day operational matters.

- Work closely with Learning and Culture team

You will have experience in:

- Experience of providing support and advice on a range of employee relation cases.
- Previous experience in managing and leading payroll and pensions, liaising with external payroll providers and a good understanding of payroll legislation.
- Previous experience of managing staff benefits.
- Proficiency in HRIS systems including trouble shooting issues, making modifications, supporting or implementing a HR system.
- Previous experience of managing the full employee lifecycle
- Experience of coaching line managers to enable them effectively manage and lead their teams.

You will have skills in:

- Flexible and adaptable to changing demands.
- Strong communication skills with an ability to positively challenge, influence and coach managers whilst providing a supporting service outcome.
- Excellent problem-solving skills and the ability to handle sensitive situations with discretion.
- A team player, with the ability to earn quickly the trust and confidence of staff and other stakeholders.
- Excellent IT skills (Using MS Excel especially for v-look ups, Pie charts, manipulating data sets)
- Strong analytical skills to support on HR metrics and using data to inform decision-making.
- Effective planning and organisation skills. You will be working at pace with a high volume of tasks so a good eye for detail is key

You will have knowledge:

- Strong knowledge of employment law
- Strong background in employee relations, including handling disputes and ensuring compliance with employment laws.
- Good knowledge on payroll requirements, payroll legislation, pensions.

The best person for this job will be (behaviours):

- Self-motivated with a 'can do' attitude and determination to 'get under the skin of problems' and identify pragmatic solutions
- Collaborative and co-operative approach to engaging with internal and external stakeholders.
- Inspiring, supporting and developing others.
- Constantly seeking to improve processes through analysis, creativity, problem solving and change initiatives.
- Strong commitment to Equity, Diversity and Inclusion

Qualifications/professional membership (if applicable):

CIPD Level 5 desirable

Evidence of commitment to professional development

benefits

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

