

JOB DESCRIPTION

HR Manager, People Team (12 month fixed term contract)

CONTEXT

Everyone TV champions free TV for all. We're passionate about bringing together great TV in one place, for free, for the nation. We run the UK's free-to-view TV platforms – Freeview, Freesat, and Freely.

Freeview is the UK's largest TV platform, watched in over 15 million homes. Freeview Play, our live and on demand TV service, is used on five million devices. Freesat serves 1.0 million homes carrying over 170 channels and offering linear TV over satellite and on demand content over the internet.

We're also leading free TV's evolution for a streaming age through the creation of our new Freely service which launched on smart TVs in 2024, bringing aggregated live channels and free on-demand content to UK viewers over the internet for the first time.

Everyone TV is a joint venture, owned and supported by the UK's leading public service broadcasters – BBC, ITV, Channel 4 and Channel 5. We are not-for-profit and funded directly by our Members, and revenues from a range of commercial activities.

Working in partnership with the PSBs and many other industry players, we are focused on offering the best free TV experience to UK viewers across terrestrial TV, satellite TV and increasingly internet TV, ensuring that free TV – with public service broadcasting at its heart – remains as strong and vibrant in the future as it has been to date.

THE WAY WE WORK

Ambitious – We aim high. We are determined and ambitious about our work, always delivering the very best for our viewers.

Collaborative – We achieve together. We create strong partnerships based on trust and respect.

Supportive – We grow together. We learn from each other, and we invest in people's wellbeing and development.

ABOUT THE ROLE

We are a people centric company. We place great importance on behaviours and being part of a dedicated and professional team.

We are passionate about ensuring our People Team delivers high quality value-added services across the business, is relentlessly positive and maintains a can-do attitude even in the most demanding situations.

This is a new role in an expanding and growing company. Reporting to the senior HR leaders, you will play a key role in providing an efficient generalist HR support and expertise across all areas of the employee lifecycle.

An enabling business support role. You will partner, advise and coach line managers and staff on generalist HR work.

RESPONSIBILITIES

- To deliver a comprehensive HR service, providing operational and strategic guidance and support to line managers and employees.
- To pro-actively support with delivering a proactive professional HR service across the business. You will provide expert input across the full range of HR issues and help design and deliver high impact solutions that meet the needs of the business.
- Develop and maintain strong relationships with key stakeholders across all levels of the organisation, building trust and credibility.
- Work closely as an HR team to ensure HR initiatives, tools and processes are aligned and enhance employee engagement and ultimately improve performance.
- Lead the management of complex employee relations matters, including investigations, disciplinary procedures, grievance handling, and conflict resolution. Ensure fair and consistent outcomes while minimising risk to the business.
- To support the Head of HR and contribute to the design and delivery of effective onboarding programs to ensure smooth integration of new employees.
- To help design, develop, and deliver engaging training programs to enhance employee skills and knowledge, supporting individual and organisational development.
- Performance management processes, ensuring objectives are aligned with business goals and providing constructive feedback to employees and managers.
- Champion employee wellbeing initiatives and ETV's values, foster a positive and inclusive work environment.

- Support and guide the organisation through periods of change, ensuring a smooth and effective transition.
- Ensure compliance with all applicable employment laws and regulations.
- Provide insightful HR data and reporting, identifying trends and recommending actions to improve HR effectiveness (e.g. absence, training etc.)
- Coach and build the capability of managers to deal with managing people issues.
- Continuously drive improvements in tools and policies through external market trends, insight and internal best practice. Support with effective communication and training on all HR policies.
- To support with HR presentational material.
- Champion and role model the company values in all interactions.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Proven experience in managing all aspects of the employee lifecycle, from recruitment and onboarding to performance management and employee relations.
- Proven experience as a generalist HR Manager with a strong track record of working collaboratively with a client group.
- Knowledge of UK employment law and best practices in HR, with a strong emphasis on employee relations.
- Excellent interpersonal skills, a supportive team player and has the ability to build and maintain effective relationships with stakeholders at all levels
- Excellent communication skills with the ability to communicate complex information clearly and concisely to a variety of audiences.
- Able to prioritise work effectively to varying deadlines and in a changing environment.
- Experience in managing and resolving complex employee relations issues, including investigations, disciplinary procedures, grievance handling and flexible working.
- Strong project management skills with the ability to prioritise and deliver on multiple projects simultaneously.
- Experience of coaching and developing line managers.
- Excellent analytical and problem-solving skills with the ability to identify and address complex HR challenges. Is able to simplify complex problems, processes or projects, explore and evaluate them systematically.
- Able to design and deliver effective training programs.
- Demonstrated experience leading HR initiatives in an evolving business environment.
- Proficient IT skills, including MS Office Suite, HRIS systems, and data analysis tools.
- CIPD qualification minimum Level 5 (or equivalent).

PERSONAL ATTRIBUTES

- A collaborative and supportive team player with a positive attitude.
- Strong interpersonal skills is a good listener, able to build relationships and engage proactively with staff and managers with understanding and consideration.
- Has a professional, pragmatic and results-orientated approach and is committed to delivering a best-in-class HR service.
- Adaptable to changing nature of priorities and can work with ambiguity in an ambitious and evolving company. Is able to understand and appreciate different and opposing perspectives on an issue.
- Able to influence and persuade and deal with clients at all levels of the organisation.
- Excellent communication and presentational skills.
- Strong planning and organising skills and are delivery focused.
- Personally resilient. Can maintain personal effectiveness by managing own emotions in the face of pressure, setbacks or when dealing with provocative situations. Can demonstrate an approach to work that is characterised by commitment and motivation.
- Ability to deal with sensitive and confidential issues and acts with integrity and utmost confidentiality at all times.
- Helps drive employee engagement and contributes to a positive, diverse and inclusive culture and role models this.
- Understands and has an interest in the TV and the media industry.
- Aware of own development needs and interested in expanding the breadth of their skills and knowledge.

LOCATION

The role is based in Everyone TV's central London offices, at the South Bank.

The company has a hybrid working pattern.