

Job Description

Job Title: HR Operations Manager	Service Area: Schools HR & Payroll
Grade: PO3	Job Number:
Date last updated: February 2019	Date of last evaluation: February 2019

Our purpose is to advance children and young people’s education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focussed on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

The management and quality assurance of a high quality HR Shared Service to Newham Schools and other clients on a wide range of transactional HR matters. Working closely with HRSS Business Partners and Advisers, Third party provider(s), ER and consultancy services to effectively manage day to day relationships with NPW clients.

1. The post holder reports to the Head of HR Shared Services
2. The post holder has responsibility for the line management of at least 5 staff.
3. The post holder has no budget responsibility.

Key Measures

- Customer Service
- Meeting KPIs
- Service improvements
- Quality Reports
- Customer Feedback

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

HR Advisory Service

- Oversee and support a high quality of first line advice and guidance advice to Managers, Head Teachers’, Governors and Senior Management, on a full range of

issues. Ensuring a high degree confidentiality, sensitivity and an awareness of the wider implications.

- Manage first line relationships with key stakeholders by ensuring a high level of customer satisfaction, acting as the point of escalation from the Business Partners and raising matters of concern to the Head of HR Shared Services in a timely manner
- Oversee the workload and priorities for the Business Partners, ensuring deadlines are met and the quality of work produced is of a consistently high standard
- Be the main escalation point of contact for client schools on complicated and contentious employment issues both for temporary and permanent staff.
- Manage complex correspondence and queries from staff, heads of establishments and outside bodies. Ensure all templates/documents used are professional and updated to reflect any legislative or process changes

HR Delivery

- Work closely with Third party providers to automate all transactional activity to improve the efficiency and effectiveness of services provided, whilst retaining ownership of the qualitative outcomes
- Work closely with the Head of HR Shared Services to ensure workflows are mapped, understood, communicated and embedded within the team.
- Support and manage a wide range of issues concerning Schools workforce management including pay & conditions in particular, work permits, identity and DBS checks, absence management, teachers pensions etc. ensuring that:
 - there is full compliance with DBS requirements regarding handling and storage
 - all discrepancies are fully investigated and appropriate actions taken
- Manage the application of a complicated mix of worker Terms & Conditions spanning multiple work specialists
- Ensure full compliance with safer recruitment requirements as set out by the DfE and OFSTED.
- Notify schools of long service awards

Quality Assurance, Continuous Improvement & Process Management

- Actively manage the quality of service from Third party providers in line with contractual arrangements and agreed KPI's
- Ensure the planned and systematic roll out of system enhancements to facilitate the automation of all HR transactional activities
- Conduct quality audits on the work produced by the Business Partners and Pay and Recruitment Advisors, providing feedback and making recommendations for improvement to the whole team, sharing best practice and successes

- Provide assurance that errors are reduced through analysing and tackling problem areas to reduce error rates
- Support the Head of HR Shared Services by identifying areas for improved efficiency through effective management of the HR processes using basic process improvement tools.
- Upkeep of internal support documentation including contract templates and procedures manual
- Provide training in the implementation of new initiatives thereby ensuring compliance with local and national government legislation.

Training

- Establishing and running of training programmes to implement and embed processes and procedures for shared services team members, school administrative staff, including identifying training needs, deciding course delivery, organising documentation and reviewing effectiveness.

Systems & Reporting

- Assist with the maintenance of all appropriate records, including HR systems, document tracking and other databases.
- Create and provide reports, statistical analysis, and information to senior management.
- Provide regular updates on improvements in the HRSS to schools

Project Management

- Provide project updates to the Prospects Project Board on a regular basis
- Lead on the management and delivery of appropriate projects that support the continuous development and improvement of the HR and Payroll service and NPW as a whole.

Management of staff

- Responsible for the management and allocation of work for HRSS Team members, determining priorities and ensuring deadlines are met in relation to the SLA for new starters, contracts, pay and changes for staff in schools, Trusts and the London Borough of Newham and in accordance with government guidelines and best practice
- Providing regular updates and training to embed the continuous improvement in ways of working, processes and system enhancements

Working Conditions/Circumstances

- The postholder may be required to work at other establishments both within and external to Newham. The postholder may on occasions be required to attend meetings

and deliver training/briefing sessions, in the evenings. Therefore a degree of flexibility is required in attendance patterns to accommodate such circumstances.

- All staff are expected to demonstrate a flexible approach in the delivery of work within the HR Shared Service. They are required to be proactive members of the team and work closely with all other members to ensure both timely and best outcomes are achieved for all customers. To support this approach, all HR Shared services staff may be required to work with external and internal partners, work across formal lines of accountability and perform duties not specifically identified in the job description but which are in line with the general level of responsibility of the post.

Person Specification

SAFEGUARDING

We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key criteria

Criteria <i>E = Essential, D = Desirable</i>	
<p>Skills and Abilities</p> <ul style="list-style-type: none"> ● Ability to identify improved ways of working and to anticipate issues and errors before they arise ● Ability to grasp issues and undertake accurate scrutinising and investigation, particularly in relation to numerical data. ● Ability to manage a wide and complex personal workload whilst meeting changing deadlines and conflicting priorities to maintain consistency of approach. ● Ability to undertake independently special projects, and work programmes relating HRSS ● Ability to manage staff effectively whilst being mindful of differing responsibilities and workloads. ● Ability to communicate effectively, informatively and with sensitivity, with a wide range of employees to maintain confidentiality and inspire trust. ● Ability to contribute to the planning, managing and monitoring of HR and Information Systems 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Experience</p> <ul style="list-style-type: none"> ● Experience of managing payroll/recruitment activity ● Experience of supervising staff in a deadline driven environment. ● Experience of reviewing office systems and implementing change. 	<p>E</p> <p>E</p> <p>E</p>
<p>Qualifications</p> <ul style="list-style-type: none"> ● Commitment to achieving relevant CIPP/CIPD qualification with NPW support ● High level of literacy and numeracy sufficient to undertake complex letter writing and reports, statistical analysis of personal data and complex calculations 	<p>E</p> <p>E</p>

<p>Knowledge</p> <ul style="list-style-type: none"> ● Detailed knowledge of appropriate teachers and school support staff pay related conditions of service ● Up-to-date knowledge of payroll related matters ● Broad knowledge and understanding of human resources management concepts and application, including a detailed knowledge and understanding of recruitment and retention issues in a schools context ● Knowledge and understanding of NPW's equal opportunities policy. ● Knowledge of conditions of service for school staff. ● Awareness of how current legislation, particularly relating to education, impacts on employment practices. ● System thinker with ability to apply to HRSS 	<p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>
<p>Personal Attributes and Other Requirement</p> <ul style="list-style-type: none"> ● Commitment to the NPW's Equal Opportunities Policy and their implementation. 	<p>E</p>

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
<p>Customer Care and Service Delivery</p> <p>Understanding the needs of the customer and prioritising to ensure customer satisfaction.</p>	2	<ul style="list-style-type: none"> • Develops internal relationships to improve service delivery • Introduces improvements to the way things are done to maximise customers' experience • Acts quickly to resolve problems and issues, giving priority to maintaining service to customers • Challenges poor services by others and helps them to improve
<p>Collaborative Working</p> <p>Working with and understanding the roles of internal staff / service and external agencies.</p>	2	<ul style="list-style-type: none"> • Puts own priorities to one side if necessary to support the greater need of the team • Recognises and values different contributions from colleagues –allocated the most suitable work based on individual skills • Keeps team informed and encouraged • Seeks views and opinions from colleagues and stakeholders, considering them when making decisions
<p>Seeking Excellence</p> <p>Identifying potential for improvement in our own service area and NPW as an organisation.</p>	2	<ul style="list-style-type: none"> • Uses feedback from others to self- develop and improve work processes • Listens to concerns about change and tries to find solutions • Adapts quickly to changes and encourages positive thinking • Encourages a culture of continuous improvement, clearly explaining the benefits of change
<p>Communication and Relationships</p> <p>Ability to work effectively with other people via difference methods, both inside and outside of NPW, building and promoting effective working relationships.</p>	2	<ul style="list-style-type: none"> • Shows understanding of others viewpoints and ideas • Enhances communication through the use of visual aids and technology when appropriate • Shares information and communicates effectively with others • Provides active support to enable individuals to communicate and participate in communication • Successfully persuades people of the benefits of a particular approach / idea
<p>Achieving Results</p> <p>How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.</p>	2	<ul style="list-style-type: none"> • Willingly accepts challenging goals • Encourages hard work and high standards in self and others • Takes responsibility for achieving outcomes and making appropriate decisions • Develop new ways of working to achieve results • Puts in extra effort to overcome difficulties

Specific Competencies

Competency	Level	Description
<p>Forward Planning</p> <p>Having a clear plan for achieving objectives and monitoring progress</p>	2	<ul style="list-style-type: none"> ● Has contingency plans and fall-back options in place ● Regularly checks on progress against objectives and acts on findings ● Communicates plans to appropriate staff / stakeholders ● Develops/monitors and adjusts plan as necessary ● Plans and prioritises workload to ensure deadlines are met during busy periods
<p>Financial and Resource Management</p> <p>Managing the resources or budget available, ensuring that we keep within agreed limits and use this to the best effect.</p>	2	<ul style="list-style-type: none"> ● Understands what makes up a budget and how to monitor spend against a budget ● Identifies items that may cause a budget to be overspent or underspent ● Knows how to prepare a projection of budget out turn ● Aware of, and complies with, Financial Regulations and procedures
<p>Business Awareness</p> <p>Understanding the direction and strategic plan for our service area and NPW as an organisation.</p>	1	<ul style="list-style-type: none"> ● Shows understanding of the purpose of own job within the organisation ● Is aware of the services provided throughout all departments within the organisation ● Understanding the strategic themes and their importance to the business ● Shows understanding of the knock-on effects of mistakes and poor communication
<p>Leadership and Development</p> <p>The ability to lead and inspire others, helping them to develop and hone their skills.</p>	1	<ul style="list-style-type: none"> ● Recognises and acknowledges success and good performance ● Trusts staff to deliver work once appropriately delegated ● Encourages work-life balance ● Gives feedback in a clear and helpful way ● Acts on development needs of team members, including spending time personally coaching them