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| **Job Title:** HR Operations Manager  **Reporting to:** Director of Human Resources  **Base:** The Roundhouse |
| **Hours** 37hours per week, 52 weeks per year  **Contract Type** Permanent  **Holidays** 35 per year  **Salary £46,672 per annum** |
| **Job Purpose**  To lead and manage the HR Operations function, ensuring the delivery of a high-quality, efficient, and customer-focused HR service. This role includes strategic oversight of HR operational processes, compliance, and systems, as well as direct line management of a team of Associate HR Business Partners responsible for managing a diverse caseload across the organisation, whilst driving continuous improvement across all HR operations. |
| **Key Responsibilities**  **Operational Leadership**   * Lead the HR Operations team to deliver consistent and effective HR services across the employee lifecycle from onboarding to exit. * Oversee HR systems and data integrity, ensuring accurate reporting and compliance with statutory requirements. * Develop and implement HR policies and procedures aligned with sector regulations and best practice. * Ensure timely and compliant processing of contracts, payroll inputs, and employment changes. * Oversee and ensure compliance and consistency with pay guidelines and approved terms and conditions of employment when employees are appointed, promoted, regraded or transferred or when new positions are introduced. * Oversee all restructuring activity to ensure best practice in approach and work to ensure all administrative duties, such as liaison with pension providers are managed appropriately.   **Caseload Management**   * Manage and monitor the distribution and resolution of HR cases (e.g., disciplinary, grievance, capability, absence) through the Associate HR BPs. * Provide expert guidance and escalation support for complex or high-risk cases, as well as supporting the necessary processes for ill-health retirements. * Ensure consistency, fairness, and legal compliance in case handling across the organisation.   **Team Leadership**   * Line manage and develop a team of HR Assistants and Associate HR Business Partners, fostering a high-performance culture. * Conduct regular supervision, performance reviews, and professional development planning. * Promote collaborative working and knowledge sharing across the HR team which is aligned with our DCG values and team charter. * Promote wellbeing and engagement through proactive HR support. * Deputise for the Director of HR as required.   **Stakeholder Engagement**   * Develop strong working relationships with the TA Manager, L&D Manager and HRBPs to ensure complete alignment in delivering key projects and solutions to the organisation. * Build strong relationships with senior leaders, managers, and union representatives. * Act as a key point of contact for operational HR matters, offering strategic and tactical advice. * Support organisational change initiatives, including restructures, TUPE, and workforce planning. * Attend and represent the HR function at internal meetings such as Safeguarding Board and GDPR group and support funding activity as necessary.   **Compliance**   * Be responsible for maintaining compliance by supporting internal audits. * Own the sponsorship duties as a UKVI Level 1 User programme for oversees employees. * Make the necessary referrals to DBS, TRA and any other external agencies in relation to safeguarding matters.   **Continuous Improvement**   * Identify opportunities to streamline HR processes and systems and enhance service delivery. * Lead or contribute to HR projects and initiatives that support organisational goals. * Monitor and report on HR metrics to inform decision-making and improve outcomes. * Support the delivery of any HR related strategies to ensure that the HR function is supporting DCG to achieve its objectives.   Any other duties, commensurate with the level of the role, required to meet the needs of DCG. |
| **Person Specification** |
| **Essential**   * CIPD Level 5 or equivalent experience. * Proven experience in HR operations within the education or public sector. * Strong knowledge of employment law and HR best practices. * Experience managing HR casework and leading a team. * Excellent communication, coaching, and influencing skills. * Ability to work strategically and operationally. * Significant user experience of HR systems (eg, Access, iTrent, Oracle, CollegeIP etc). * Ability to interpret and distil complex information and present complicated issues in a simple way.   **Desirable**   * Project management experience. |

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