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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. * Proactively promote and comply with all relevant College practice, guidelines, policies and procedures, and legislation, including but not limited to: Safeguarding, Equality and Diversity, Health and Safety, and Data Protection. * Undertake any other duties and responsibilities as may be reasonably required by senior personnel in response to changing demands in personal, sectional or the College’s workload. |
| **Person Specification** |
| **Competencies**  **Essential**   * Excellent communication, coaching, and influencing skills. * Ability to work strategically and operationally. * Ability to interpret and distil complex information and present complicated issues in a simple way. |
| **Knowledge & Experience**  **Essential**   * 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. * Significant user experience of HR systems (eg, Access, Oracle, CollegeIP etc).   **Desirable**   * Project management experience. |
| **Qualifications -** You are required to provide valid certificates as proof of all qualifications  **Essential**   * CIPD Level 5 or equivalent experience. * Level 2 Maths and English (GCSE or equivalent) |