

Head of People

Grade:	CLT
Activity:	Regulated
Contract Hours:	Full time
Responsible to:	Director of People and Organisational Development

Key role objectives

The Head of People will lead, manage and develop a team of HR professionals to ensure the delivery of a professional, solution-focussed and outstanding HR and Recruitment service to our high performing college.

The post holder will develop and manage employee relations to ensure consistency and fairness while ensuring that processes are concluded with the utmost efficiency.

You will also manage and lead on key areas of provision and provide senior HR support as well as deputising for the Director of People and Organisational Development, including attending various internal and external meetings and producing appropriate reports and papers.

Main responsibilities

- Accountable to the Director of People and Organisational Development, the Head of People is responsible for leading and effective delivery of a high-quality generalist HR service throughout the organisation by leading and utilising the skills, experience and knowledge of the team.
- To provide professional and expert leadership to the People Function at a significant operational level and contribute to People and, where appropriate, college strategic planning to meet organisational objectives.
- To effectively motivate, develop and manage the people function including the internal Occupational Health provision.

- Shape the skills and expertise of the team and empower them to take ownership and make decisions around their areas of work.
- Oversee delivery of all transactional HR functions ensuring timely and efficient delivery of all required processes.
- To design work structures to meet operational and strategic goals.
- To proactively identify issues and develop solutions that will address/resolve problems.
- Develop and maintain successful and effective ongoing working relationships across college, including Trade Union representatives.
- Contribute to People plans across all disciplines including Reward, Recruitment, Learning and Development and Workforce Planning.
- To develop and deliver innovative and sustainable operating models for key services of the People Function including recruitment, staff development and occupational health ensuring they deliver high quality services in support of organisational values.
- To provide regular and ad hoc reports to the Director of People & Organisational Development, SLT and the Governing Body including attendance at relevant meetings.
- To manage the review, updating, implementation and development of Human Resources systems, procedures and policies to ensure an efficient and effective service.
- To oversee and ensure that all HR policies and procedures are up to date, relevant and in line with legislation.
- Contribute to the College's wellbeing agenda through delivery of effective activities and appropriate communication and promotion.
- In conjunction with the Director of People and Organisational Development, plan and deliver HR and related People projects.
- To lead on the enhancement and delivery of effective and engaging on-boarding and induction processes for the college.
- To attend CLT meetings and participate in cross-college projects and sit on relevant steering groups.
- To facilitate training sessions and deliver presentations on key People related topics in order to enhance skills and abilities.
- To support the College's agreed strategic and operational plans for the People function.
- To participate in the duty manager rota.

Main Tasks:

1. Management Support

- To provide pragmatic advice to College Managers with regard to employment legislation, pay and conditions of service, discipline and grievance issues, sickness and absenteeism, general staffing issues, recruitment and retention.
- Provide HR advice at formal hearings and/or investigations and sit on relevant panels as necessary.
- To develop and maintain effective working relationships with a wide range of staff, managers and any other relevant organisations.
- To ensure clear policies and procedures which aim to ensure the fair and consistent treatment of all staff, in line with employment law and College strategy.
- To develop line managers' people management capabilities and support them with guidance, support and facilitation as required.
- To support and advise managers on the implementation of change and any restructurings that may take place including aspects such as TUPE, redundancy, redeployment etc.
- To review quality standards within the function, ensuring that a quality service is provided in line with the College's Strategic Plan.
- To empower the team to contribute to the continuous improvement of the services at the College.
- To oversee the maintaining and destruction of documentation on personal files, employee records and filing systems and observe strict confidentiality with regards to all personal data in line with GDPR requirements.
- To provide reports and give presentations as required to the College Leadership Team, Senior Leadership Team and Governors and to assist in strategic and Policy decisions.
- To monitor 'college customer' satisfaction and continually seek ways of improving the service for which the post is responsible, so that it is judged as Outstanding or Good in the College's annual self-assessment report.
- Contribute to the development and on-going review of the annual Self-Assessment Report (SAR) for the People function.

2. Employee Relations

- To oversee provision of support for case management within the People function supporting the whole team, providing advice, decisions and leadership.

- To maintain active contact with the Association of Colleges and other Network Groups to share and promote best practice.
- To oversee all arrangements required on the termination of employment including redundancy, retirement, dismissals and contract expiry (*this includes being an informed contact for general advice on pension benefits and contributions, options and arrangements for Local Government Pension Scheme (LGPS) and Teachers Pension Scheme (TPS)*).
- To oversee individual cases; including probationary, grievance, disciplinary, capability, ill-health and absentee cases, towards satisfactory conclusion, whilst supporting the HR Business partners.
- To work hard, in a pragmatic manner, to resolve individual casework with the College, so that the needs of the College and the individual employee are taken account of.

3. Employee Reward

- To ensure all pay and benefits are administered as required to appropriate staff (including annual increments and any cost-of-living rise).
- To lead and oversee the Pension processes for all college employees.

4. Recruitment and induction

- To oversee all recruitment and selection processes for the college, attending selection interviews as appropriate and ensuring the recruitment process is effectively administered and appropriate checks are carried out and recorded in line with safer recruitment requirements.
- To be responsible for the quality and accuracy of the Single Central Record in line with OFSTED requirements.
- To act as the College lead on safeguarding issues which are HR related in combination with its designated Child Protection Officer.

5. Training and Development

- To oversee the planning and facilitation of training workshops for line-managers, and support their learning on employment matters.
- To work pragmatically with Teaching, Learning and Performance to deliver an effective and inspiring Staff development Programme including wellbeing activity.
- To oversee the appraisal, induction and probationary programmes. To provide information and guidance over probation, induction, mentoring and appraisal procedures.

- To contribute actively to the development and delivery of staff development and ensure compliance with the mandatory staff development requirements.

Mandatory Duties

1. Responsibility for safeguarding and promoting the welfare of children and vulnerable adults
2. Responsibility for promoting equality of opportunity and access to all, irrespective of age, background, race, gender, religion, ability, disability or sexuality.
3. To role model the College values as outlined below.

Additional Duties

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the Exeter area and may need to travel overseas.

Reviewed: November 2021

Person Specification

Head of People



Criteria		How Evaluated	
		Application	Interview
Experience	Essential: <ul style="list-style-type: none"> Substantial experience at a management level of working in a Human Resources/People department and of advising managers on complex change and HR issues Experience of successfully managing and delivering significant projects Experience of operational delivery and providing excellent customer service Experience of leading organisation wide initiatives Experience of assisting in change within an organisation, i.e. restructuring. Experience of line-managing a team, with a coaching and empowering approach 	✓ 	✓
	Desirable: <ul style="list-style-type: none"> Previous experience of working in the Education Sector 	✓	
Skills & Abilities	Essential: <ul style="list-style-type: none"> Ability to work under pressure and on own initiative to meet deadlines Excellent organisational skills to manage a large and varied workload 		✓

	<ul style="list-style-type: none"> • Up to date and comprehensive knowledge of employment law • Ability to communicate effectively with people in all parts of the organisation and build strong relationships quickly • Strong coaching and influencing skills • Ability to manage conflict in the workplace • Diplomacy and tact with a high level of emotional intelligence and self awareness 		✓
	Desirable: <ul style="list-style-type: none"> • Ability to think at a strategic level as well as operationally • A good knowledge and understanding of current employment legislation. • Good numeracy and analytical skills. • Accuracy and attention to detail. • Good time management skills in order to manage own workload and also supervising others. • Competent level of IT skills in order to use computerised HR Information systems, word processing and spreadsheet packages. • Proven ability to make decisions under pressure. 	<ul style="list-style-type: none"> • ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> • ✓ ✓ ✓ ✓ ✓ ✓
Qualifications and Professional Knowledge	Essential: <ul style="list-style-type: none"> • Educated to degree level (or equivalent experience). • Chartered member of CIPD Desirable: <ul style="list-style-type: none"> • CIPD Postgraduate qualification Level 7 	<ul style="list-style-type: none"> • • ✓ 	

Personal qualities	<p>Essential:</p> <ul style="list-style-type: none"> • Ability to anticipate and act on own initiative. • Excellent oral and written communication skills with the ability to develop effective working relationships, both internally and externally, including with senior stakeholders. • Demonstrable negotiating skills • Ability to work under pressure and to prioritise work from a number of stakeholders • Ability to respond quickly and flexibly with decisive advice • Creative approach with the ability to provide innovative solutions • Ability to demonstrate tact and diplomacy in dealing with sensitive and confidential matters. <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to contribute to planning at both operational and strategic levels. 	<p>✓</p> <p>•</p>	<p>✓</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p>
Mandatory requirements	<p>Essential:</p> <ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children and vulnerable adults • Responsible for promoting equality of opportunity and access to all, irrespective of age, background, race, gender, religion, ability, disability or sexuality 		<p>✓</p> <p>✓</p>