

HR Operations Manager

Job Title:	HR Operations Manager
Location:	This role is based centrally at UST House but will require attendance at multiple sites.
Responsible to:	The HR Operations Manager will be expected to work under the direction of the Head of HR, in consultation with Headteachers and Senior Leaders/Exec.
Responsible for:	2 x HR Officers Plus extended line management of 2 x HR Coordinators
Full/part time:	Full time, 35hrs per week
Contract:	Permanent, 52 weeks per annum
Scale:	Scale PO4, Spine Point Range 36 - 39 (£48,063 - £51,099 per annum)

Job Purpose and Summary
<p>To help champion, drive and embed the HR strategic objectives by supporting the Head of HR, Headteachers, SLT and line managers on the development and implementation of both strategic and operational HR solutions to support long-term growth and transformation.</p> <p>Key requirements of the postholder includes demonstrating best practise in the following areas:</p> <ul style="list-style-type: none"> • To use developed specialist HR knowledge to provide sound advice on multifaceted situations, assessing risk and providing possible solutions. • Facilitating and leading on good employee relations, supporting managers in effective implementation of all HR policies. • To advise on current HR legislation and trends, both on a national and local level. • To provide advice to SLT on HR issues e.g., pay and contractual queries, probation, disciplinary etc. • To update HR policies in accordance with changes in legislation and ensure that they are implemented correctly locally.

Specific Responsibilities
<ul style="list-style-type: none"> • Undertake the direct and full performance management of the HR Officers and HR Coordinators including responsibility for their annual performance appraisal and continuous professional development • Lead and manage all Operational and Administration elements of the employee lifecycle systems and processes • Lead on the provision of an efficient day-to-day HR support service • Manage the HR Professional Development Plan (PDP) and key milestones as determined by the annual workplan • Manage an effective employee relations service to across the Trust • Act as first point of contact for Headteachers and Senior Leaders on operational/administrative queries • Support the further development of robust HRIS systems,- ensuring accuracy of data • Ensuring all HR Staff files and personal data is stored according to set structures and guidelines • Provide advisory/administrative support to panels/meetings as required • Liaise with Legal Services and Trade Unions and all other stakeholders as required • Liaise with ad hoc external HR Consultants and Investigators as required • Enable and in some cases deliver briefing, training/coaching and consultation sessions for the Trust Executive, Headteachers, Senior Leadership Teams (SLTs), Governing bodies and Trustees on employee relations matters taking account of good practice and current legislative requirements. • Develop, implement and review systems to support the monitoring of the different stages in the employee lifecycle

- Develop, review and implement relevant HR policies, procedures and guidance
- Provide expert advice and guidance on all aspects of the employee life-cycle process to ensure the delivery of an effective and efficient service, i.e. recruitment, safer recruitment, pay and conditions, induction and contracts of employment, including termination of contracts.
- Support Trust wide and school based recruitment campaigns during busy periods (as directed by the Recruitment Manager).
- Directly support the induction of all new staff across both the Trust and schools
- Liaise with, quality assure and review relevant partnership contracts and SLAs
- Support with the negotiation and implementation of new partnership contracts and services as required
- Support in consultations and negotiations relating to Trust wide and School based changes to pay, terms and conditions of employment and working practices, including the harmonization and implementation of new policies and procedures
- Support (and in some cases take the lead) the review and implement the Trust's workforce information systems and requirements including:
 - Identifying Trust and school workforce information needs
 - Researching, implementing and reviewing HR/Workforce information systems
 - Manage and support HR projects as required
 - Produce and analyse school-based workforce information and related reports by developing and using spreadsheets and/or using systems such as Arbor and iTrent as required
 - Ensure the timely production of all statutory reporting and audit requirements are successfully completed.
 - Prepare reports for UST Resources Committee and the Trust Board, as required.
 - Ensure that all current and archived individual personnel files and HR records are maintained and stored appropriately in accordance with Data Protection/GDPR requirements.

Trust Wide Responsibilities

- Lead on the development and review of at least two HR Policy or procedure per year and/or project per year- or production and review of HR guidance on a specific topic/s (as requested)
- Contribute to Trust wide HR reviews, development and delivery of management development programmes, HR projects and initiatives.
- Contribute to, and in some cases lead on the Trust wide development and review of HR policy and procedures, terms and conditions of employment and systems.
- Contribute to the monitoring and review of all HR related external partnership contracts and SLAs, e.g., Times Educational Supplement (TES), Payroll, Jobs Go Public (JGP), Online Single Central Record (OSCR) Occupational Health and Legal Services
- Provide ad-hoc support to the other schools within the Trust, on a range of HR Matters, including casework issue (as required).

Expected Behaviours of all Trust Staff

Leadership: Vision and Values

- Lead by example, providing inspiration and motivation, and embody for the students, staff, governors, parents, and wider community the vision, purpose, and leadership of the Trust.
- To ensure equal opportunities for all.
- To be committed to safeguarding and to promoting the welfare of all young people.
- To assist in the development of a culture and environment in which young people thrive and to drive forward innovation.
- Lead and contribute to an ethos in the Trust where well-being and respect are at the heart of the Trust and each student is valued and nurtured to develop personally and educationally.

Leading and Managing Others and Self

- Take responsibility for the day-to-day management of designated staff.
- Develop and maintain a culture of high expectations for self and others.
- Regularly review own practice, set personal targets, and take responsibility for own development.
- Actively engage in the performance review process
- Work within the Trust's Health and Safety policy to ensure a safe working environment for staff, students, and visitors.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents, colleagues, and visitors.
- Adhere to Trust policies and procedures.

Additional requirements

- The post holder must demonstrate a flexible approach in the delivery of work. Consequently, the postholder may be required to perform work not specifically identified in the job profile but which is in line with the general level of scope, grade, and responsibilities of the post.
- Carry out the work of the job in a way that is consistent with the culture, ethos, Equalities and Inclusion policies of the school and the University Schools Trust
- The Trust is committed to safeguarding, child protection and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment, recording and reporting all concerns to the appropriate person and disclosures to the relevant professional.
- Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Trust's Equal Opportunities policy and Use of ICT policy.
- Complete any training required to improve performance and take part in the school performance management systems (where relevant)
Undertake such other duties as are commensurate with the post and which may reasonably be required by the Trust.

The post holder will be line managed and appraisal managed by: Head of HR

The above job description was agreed on (date). It may be reviewed and/or amended at any time but before this happens you will be given appropriate opportunities to discuss the proposed amendments. It will be reviewed as part of the annual appraisal process.

_____ Signed by (Post holder)

_____ Signed by (Trust Leader)

Person Specification		Essential	Desirable
Qualifications	Holds a relevant HR qualification or equivalent experience	√	
	Professional membership of the Chartered Institute of Personal and Development (ideally, at least MCIPD status)		√
	Have a minimum of Grade C in English and Maths GCSE level or equivalent	√	
Experience	Possess excellent knowledge of current UK employment law and legislation	√	
	Demonstrable and successful management of complex HR casework	√	
	Experience of working in a fast paced and unionised school/education environment	√	
	Significant experience of providing expert HR and employee relations advice to senior stakeholders	√	
	Demonstrable and successful experience of managing and resolving a range of individual and collective complex case work issues	√	
	Experience in consulting and negotiating with managers, staff, and trade union representatives on HR matters	√	
	Experience of developing and implementing at least two key HR Policies as well as experience in the preparation of written guidance to managers on at least three key HR issues		√
	Good working knowledge of current employment legislation, relevant education regulations and guidance as well as good practice approaches as they relate to schools	√	
	Demonstrable good level of knowledge and experience of all safer recruitment requirements in a school setting	√	
	Experience of developing managers in HR matters through individual coaching and/or the delivery of group training sessions	√	
	Demonstrable good working knowledge and understanding of all Data Protection legislation and requirements as it relates to HR	√	
	Experience of successfully implementing integrated HR systems to streamline and enhance a range of HR processes and procedures		√
	Demonstrable leadership skills and experience of implementing a high performing team	√	
Characteristics & Attributes	A demonstrable flexible and proactive approach to the delivery of their work	√	
	A strong customer focus to ensure the timely delivery of agreed outcomes	√	
	Ability to quickly build relationships, gain the confidence and communicate diplomatically and effectively with all levels of stakeholders	√	
	Ability to rise to challenge, effectively manage own emotions and demonstrate an appropriate degree of personal resilience	√	
	Effective presentation and negotiating skills to support the resolution of issue and the achievement of change at school level	√	

	Good research and analytical skills with the ability to analyse workforce data, pay attention to detail and prepare reports which identify trends and recommendations	√	
	A self-starter who can work independently, is well organised with the ability to meet agreed targets and challenging deadlines	√	
	A strong team worker who can demonstrate an enabling style of management	√	
	Demonstrable skills to effectively use Microsoft Word with at least a good working knowledge and skills in using Microsoft Excel	√	
Other	This post requires a satisfactory Enhanced DBS Disclosure	√	
	Demonstrable commitment to their own continual professional development	√	