**JOB DESCRIPTION**

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| **Designation:** | **HR Operations Manager** | **Grade:** | **SMG 2** |
| **Reports to:** | **Director of OD & HR** | **Grade:** | JNC |
| **Directorate:** | **Resources & Regeneration** | **Division:** | **Human Resources** |

**Main Purpose of the job:**

1. Lead on the effective management of employee relations across the Council, developing the most productive relationship with employees and their unions, ensuring effective consultation and negotiation between elected members, managers, employees and trade unions.
2. Ensure that the management of people is in alignment with the Council’s business strategy ensuring a fair and consistent approach to people management practice whilst minimising risk and maintaining the reputation of the business.
3. Drive organisational change by ensuring the business is supported by effective people management solutions and workforce transformation including the renegotiation of employment terms.
4. Manage the Council’s HR Advisory Service to provide expert advice, support and interventions for managers across all 24 service areas to enable them to:
	1. Manage conduct/employee relations
	2. Manage performance/capability
	3. Manage change
	4. Manage attendance
	5. Consult and engage
	6. Application of terms and conditions of employment
	7. Safeguarding
5. Lead and be accountable for all safeguarding practices with regard to the appointment and employment of people across the council spanning up to 6,000 schools and non-schools employees. Manage and maintain the DBS data and clearance process for the council. Audit the effectiveness of these.
6. Monitor the effective implementation of HR processes in the organisation and report on their effectiveness and develop systems, including use of appropriate technology and the production of management information, to ensure practices and procedures are monitored, developed and controlled as appropriate. Ensure the council is an exemplar employer promoting good employment and performance practice.
7. Manage the Council’s Workforce Planning and Information service to provide management information that is accurate and readily available for the organisation. Offering in depth analysis of workforce information, identifying trends and benchmarking data both internally and externally to the council. Ensure that regular and legislative reporting is planned in advance and executed in a timely manner, for example ‘the employee profile’ results.

**Summary of Responsibilities and Personal Duties:**

PERSONAL DUTIES

1. To be accountable for the effective strategy and delivery of people/information management across the Council in the following areas:

·         employment practices

·         employee relations

·         employee engagement

·         employee rewards and conditions of service

ensuring effective consultation and negotiation with employees and trade unions in developing and implementing policies, processes and conditions.

1. Acting as the Council’s professional expert, be accountable for Employee Relations and Conditions including:

-  the effective development and implementation of employee relations, employee rewards, employment practices and conditions of service

-         ensuring effective organisation and management for the promotion of good employee relations both with the Trades Unions and staff, including management of disputes including Council wide industrial action.

-         ensuring that Employee Relations machinery including the Works Council, Corporate Consultative committees, DBS and Early retirement panels are responsive and well maintained.

-         ensuring the Councils workforce is fully engaged

-         ensuring pay and remuneration strategies support Council objectives.

1. To be responsible for the management and development of the Councils employee relations and employee engagement machinery, leading trade unions and staff consultation at a corporate level.
2. To liaise closely with the Payroll/Pensions manager to ensure that Conditions of Service are implemented appropriately.
3. To predict, plan and implement best People Management practice/policy to meet changing needs within the Authority or in response to environmental and legislative influences.
4. To provide expert advice on good practice, introducing new strategies, policies, systems and procedures where necessary. To monitor, evaluate and ensure the effective use of these across the Council.
5. To lead or advise in the implementation of organisational change projects ensuring that a consistent approach is maintained.
6. To lead and manage complex projects to meet the objectives and targets specified in the Divisions service plans. This includes securing the necessary approvals for action, including preparation and presentation of reports to Committee, preparing project plans, and providing implementation advice, guidance and assistance to line management.
7. Provide advice and information to Committees and Members, ensuring they receive appropriate and accurate reports, presentations and briefings on issues relating to the Councils human resources, for decision.
8. Participate in, and lead on, corporate and strategic working groups, with or on behalf of, the Human Resources Division, providing support and assistance to achieve group objectives.
9. Design, deliver, plan and evaluate programmes for Councillors, managers, other employees or representatives from external organisations on human resource policies, procedures and practices.
10. Ensure systems, including use of appropriate technology and the production of management information, to ensure practices and procedures are monitored, developed and controlled as appropriate.
11. Develop and sustain partnership links with colleagues in the Division, senior management, specialist staff, trade unions, employee representatives and external organisations to assist in the assessment of operational service needs, promote development of good practice and achieve effective communications.
12. To keep up-to-date with legislation affecting local government and changes in employment, best practice in human resources field both inside and outside local government in order to provide the highest level of professional advisory service to the Council.
13. To ensure the delivery of identified service objectives and continuous improvement of service targets and to innovate and lead change.
14. Achieve results through the effective management and development of people.
15. Ensure the effective deployment of financial resources and compliance with statutory professional and organisational frameworks.
16. Advise senior managers on complex casework and hearings.

## Management

1. To manage and develop the human resource advisory team and support personnel allocating resources effectively to ensure optimum support to directorates whilst contributing to delivery of the People Management Strategy.
2. To manage and develop the Workforce Planning and Information team and support personnel allocating resources effectively to ensure optimum support to internal/external customers.
3. To act as business unit manager, ensuring that the budget is effectively controlled.
4. To take the HR Lead on the Equality and Diversity agenda working with the staff forums and Corporate Equalities Committee.
5. To manage the councils Employee Wellbeing agenda owning the procurement/relationships with external service providers.
6. To manage and develop the HRMI team in order to comply with all legislative, internal and external data requests.
7. Plan and performance manage the service to meet immediate and future demands.
8. To undertake direct line management responsibility as required.

Other Duties

1. To carry out any other responsibilities as required within the scope of the post as determined by the **Director of OD & HR**.
2. To maintain regular contacts with other local authorities, Government Departments and local government and professional organisations.
3. Represent the division externally.
4. Take responsibility for own learning and development to ensure that an effective value added personal contribution to the unit’s objectives is maintained continuously. Participate actively in all processes linked to the Performance Evaluation Scheme.
5. Comply with Health & Safety policies and practices, ensuring that safe working practices are adhered to.
6. Assist in carrying out the Council's environmental policy within the day to day activities of the post.
7. Contribute to business continuity plans and their implementation ensuring an effective HR response.

**Signed: Date:**

**PERSON SPECIFICATION**

DIRECTORATE: RESOURCES & REGENERATION

DIVISION: HUMAN RESOURCES

DESIGNATION: EMPLOYEE RELATIONS MANAGER

GRADE: **SMG 2**

Note for the Candidate

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. Those categories marked ‘**S**’ will be used especially for the purposes of shortlisting. Only those applicants who meet these requirements will be shortlisted. You should therefore address these fully in your application form.

If you are a disabled person, but are unable to meet some for the job requirements specifically because of your disability, please address this in your application form. If you meet all the other criteria you will be shortlisted and will explore jointly with you of there are ways in which the job can be changed to enable you to meet the requirements.

ESSENTIAL REQUIREMENTS

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| **Knowledge****Skills** | Thorough understanding of employment law and application of conditions of service.Undertaking and impact of change management including cultural change.Individual and collective employee relations, performance management, systems and application. Operation of HR information and systems and their implementation.Financial and budgetary management.Project management processes and principles.Thorough knowledge of good People Management practice and latest developments in the Human Resource field.Thorough knowledge of:* Employment practice, trends and resourcing issues
* Rewards and conditions
* Employee relations

A range of consultancy skills, influencing, negotiating and change agent skills including conflict resolution.Leadership and high level team working skills.Excellent communication skills, written and oral.Ability to prioritise workload and effectively manage time with a focus on delivery and outcomes. Take responsibility for projects being driven enthusiastically to deliver innovative, practical and credible solutions to problems.Effectively use IT software packages to create diagnostic tools, interrogate and analyse data and communicate.Sound numeric skill sufficient to support analysis of business objectives and budgets. | SSSSSSSSSS |
| **Experience** | Experience of developing practice or policies in accordance with strategic objectives which are effective in operation and support service needs.Experience of developing and implementing Human Resource strategies to achieve effective service delivery. Extensive experience of successful outcomes in negotiations with trade unions.Experience of balancing service needs and employment/employee relations matters.Develop and implement HR policies, strategies and solutions.Implementing complex organisational changes.Experience of working with management at the highest level.Successfully introduce HR business processes and workflow systems.Safeguarding HR systems, processes and solutions.Experience of considering issues from a strategic vantage point and the preparation of formal reports on such issues.Experience of ownership of an Equality and Diversity agenda. Experience of managing professional staff and setting performance targets.Partnership working and working collaboratively across boundaries and outside their level of authority to achieve key business objectives.Building effective and sustainable networks with a wide and diverse range of senior officers, suppliers, external partners and experience of influencing key stakeholders in a local government contextAnalysing complex information from a range of sources including financial and numerical data and generating intelligence.Experience of providing strong and innovative support to senior and line managers. | SSSSSSSSSSSSSSSS |
| **General Education** | Management education.High level of literacy and numeracy. |  |
| **Personal Qualities** | Commitment to achieving changes needed by the Council to provide quality services.Bias for action.Ability to communicate effectively with people at all levels throughout the Authority.High degree of personal resilience. |  |
| **Circumstances** | Able to attend evening meetings. |  |
| **Physical** | Generally must meet Lewisham requirements. |  |
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