

## **SOUTHEND EAST COMMUNITY ACADEMY TRUST**

### **JOB DESCRIPTION**

<b>Post Title:</b>	Trust HR Operations Lead
<b>Team:</b>	HR People Team
<b>Salary:</b>	Level 10, SCP 42 - 47
<b>Hours:</b>	Full Time: 37 hours per week; 52 weeks annum
<b>Location:</b>	Shoebury High School (with travel across all trust sites as required)
<b>Responsible to:</b>	Chief Operating Officer (COO)
<b>Responsible for:</b>	HR Business Partners and HR Assistants

### **Job Purpose**

To lead on the provision of a forward thinking, responsive and professional HR operation service; ensuring the HR People Team and the Trust are aware of and remain compliant with employment law, policies/procedures and HR best practice. To be the lead advisor and coach to school leaders, managers and Trust Senior Leadership Team on workforce relations promoting effective communication, employee engagement and conflict resolution to support Trust strategy and foster and embed a healthy workplace culture.

### **Job Responsibilities**

1. Provide proactive, professional HR advice and practical expertise on the full range of people issues to senior leaders/Headteachers building and maintaining strong relationships with all stakeholders and establishing as a trusted lead partner in all people and business issues.
2. Assist the Trust Senior Leadership Team in the development and implementation of the MAT's strategic and overarching HR People Plan objectives and purpose.
3. Support Trustees and Committees in HR focused strategic work including preparing papers for Trustees and Committees as required, providing regular updates on the HR operations.
4. Lead on HR projects as these arise working in collaboration with Trust and school leaders on the delivery and implementation of these projects.
5. Lead in maintaining a positive employee relations culture, respecting and developing effective channels of communication with recognised Trade Union representatives and in school representatives, as well as supporting the COO in trust wide union partnership working.
6. Lead and report on a schedule of HR policy/process reviews and developments to ensure legal and education compliance, as well as HR best practice, and effectively cascade and embed Trust wide.
7. Provide support and expert advice on complex employee relations matters up to and including employment tribunals and settlement agreements.
8. Oversee the maintenance and regularly audit the Trust Single Central Register (SCR) ensuring it is kept up to date and is in accordance with the Keeping Children Safe in Education (KCSIE) document, responding to regular compliance reviews by Trust leaders/Trustees.
9. Provide an advisory and audit service of the individual school's SCR to ensure compliance with KCSIE and safer recruitment requirements.
10. Lead and manage the HR administration and onboarding operations, ensuring the schools and Trust teams meet their safer recruitment obligations in line with KCSIE and Working Together for all those either employed by or working with the schools/Trust, compiling and recording documentation as appropriate.

11. Support and advise the management/leadership teams across the Trust to ensure they are effectively managing the performance of their teams including the work of the HR Business Partners in supporting employee relations matters.
12. Lead the HR and recruitment operations and administration service ensuring the provision of a consistent, effective and responsive service including the entire range of administration across the employee lifecycle.
13. Oversee benefits and wellbeing provision for both teachers and support staff, including the Trust's Benefits platform and Employee Assistance Programme.
14. Oversee and update the SECAT Employee Hub as required with any HR People operations/resources and ensure this is effectively communicated Trust wide.
15. Oversee the operation of the Occupational Health contract and service and address any issues or concerns.
16. Oversee the Trust wide mandatory training platform and its provision to all schools and Trust teams and address any issues or concerns.
17. Oversee the maintenance and compliance of Trust overseas sponsorships and duties.
18. Oversee the Trust apprenticeships and duties including tracking levy spending.
19. Keep up to date with the latest HR trends and respond to these in the context of the education sector. Provide appropriate advice and guidance on these trends and updates as required.
20. Provide training, coaching/mentoring and resources to Trust and school management on employee relations best practices, policy updates, and legal compliance to enhance their effectiveness in managing employee relation issues.
21. Proactively identify, develop and implement improvements to systems, processes and procedures to enhance service efficiency and achieve Trust aims and objectives.
22. Train, coach/mentor and develop all staff within the HR People Team by:
  - Promoting professional standards and attitudes throughout the team.
  - Developing constructive links with professional bodies and education centres to fulfil the professional development needs of the team.
  - Research national initiatives and implement within the team where appropriate.
  - Ensure that all staff within the team have ongoing feedback and reviews in line with objectives and personal development plans and as part of the Trust's performance management process, as well as onboarding and probation periods as appropriate.
23. Line manage the HR Business Partners (HRBPs) and HR Assistants (HRAs) and ensure that they are kept up to date as appropriate on Trust wide matters, individual school/Trust team challenges and are equipped to effectively fulfil their job role.
24. Ensure up to date employee details are efficiently and effectively communicated to relevant personnel (e.g. Finance team, school office/administration staff) in a timely manner for budget provisions and meetings, as well as payroll 'cut off' dates.
25. Ensure the HR ticketing system is operating in an efficient and effective manner so that queries and requests are delegated to appropriate members of the HR People team to respond in a timely manner and within service level agreements.
26. Audit and report on school compliance with HR processes, make appropriate recommendations for improvements and flag up any concerns identified with school leadership and admin leads to drive effective service delivery and improvement.
27. Review and improve the provision and use of HR data and other management information in order to inform HR priorities, objectives and strategic plans.
28. Role model inclusive HR practice and maintain own professional development, ensuring an up-to-date knowledge of employment legislation and HR best practice.
29. Design and deliver appropriate training/briefings to relevant stakeholders on appropriate staffing and HR policies, procedures and practices.

30. Provide coaching and mentoring to relevant stakeholders and the HR People team.
31. Provide senior leaders with an analysis of employee relation matters (e.g. absence management, disciplinary, grievance, capability, staff turnover) and identify recommendations for improvements to address employee experiences, staff turnover and workforce issues.
32. Assist the COO in identifying, developing, embedding and maintaining the employee wellbeing strategy and initiatives.
33. To be aware of and comply with policies and procedures relating to child protection and safeguarding, health and safety, security, confidentiality, and data protection reporting all concerns to an appropriate person.
34. Undertake other appropriate duties as may be required from time to time as commensurate with the grade level.

*This is a description of the job as it is presently constituted. It is normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed. The review process is carried out jointly by manager and employee and you are therefore expected to participate fully in such discussions. In all cases, it is our aim to reach agreement to reasonable changes, but where it is not possible to reach agreement we reserve the right to make reasonable changes to your job description which is commensurate with your grade after consultation with you.*

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• First degree or part qualified in a relevant HR professional qualification at degree level; and/or</li> <li>• Demonstrable appropriate level of experience and evidence of continuing professional development relevant to the role</li> <li>• CIPD qualification at level 7 or equivalent, or working towards</li> <li>• Maintenance of Chartered Member status of the CIPD</li> </ul>	<ul style="list-style-type: none"> <li>• Higher Degree or equivalent</li> <li>• Level 5 or equivalent coaching and mentoring</li> <li>• Mental Health First Aider</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Relevant HR experience at a senior level within a medium/large organisation</li> <li>• Experience of leading and managing an HR team in a busy and pressured environment</li> <li>• Evidence of successfully working with stakeholders and 'service users' at all levels</li> <li>• Evidence of successfully leading and managing change programmes in organisations of 500+ staff</li> <li>• Evidence of leading and supporting on complex employee relations cases and HR People procedures and practices</li> <li>• Evidence of successful working relationships with Trade Unions and in a consultation and negotiation capacity.</li> <li>• Senior leader HR/People management experience and able to evidence use of internal and external partnerships to identify business and team development opportunities; seeking opportunities for collaboration between management, unions and other staff representative groups and external partners.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in and/or managing HR in a school setting.</li> <li>• Understanding and experience of teachers' and support staff terms and conditions and an understanding of the school context</li> <li>• Experience of delivering and facilitating training</li> <li>• Evidence of leading on TUPE exercises (both TUPE in and TUPE out)</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Ability to use HR and Finance systems, report write and manipulate people data</li> <li>• Understanding of budget overview and reading people budget data for HR practice and advice</li> <li>• Understanding of personal information, GDPR and employer requirements in accordance with data protection.</li> <li>• Ability to work as a member of a team, actively promote teamwork and lead by example</li> <li>• Possess excellent, efficient and effective written and verbal communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use and understand iTrent</li> <li>• Experience of using school systems Bromcom, IMP or equivalent</li> <li>• Advanced Microsoft package skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Proven ability to deal with a range of sensitive issues and to address / facilitate the resolution of any management / staffing matters</li> <li>• Excellent analytical and problem-solving skills</li> <li>• Ability to manage workload and prioritise multiple tasks and projects</li> <li>• Ability to act professionally and facilitate the resolution of any management / staffing matters</li> <li>• Ability to respond positively to and actively support a wide range of stakeholders</li> <li>• Effectively delegate and disseminate HR workloads in a timely manner to meet deadlines and service level agreements, as well as assist in the development of the HR People team</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Detail and goal oriented, with the flexibility to deal with multiple and changing priorities while focused on customer service, quality and the service user experience.</li> <li>• Ability to demonstrate personal and professional integrity, including modelling values.</li> <li>• Resilient in the face of challenges and calm under pressure.</li> <li>• Proactive and positive attitude along with tenacity to see things through to the end</li> <li>• Commitment to high quality service delivery</li> <li>• Proactive approach to work: being responsive, empathetic and supportive to all</li> <li>• Flexible to enable an efficient and responsive service at all times</li> <li>• Hard working and enthusiastic, presenting a professional manner at all times</li> <li>• Self-motivated</li> <li>• Demonstrate an ability to develop strong and reliable working relationships with all stakeholders</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Committed to safeguarding and promoting the welfare of children, young people and adults at risk.</li> <li>• Committed to Health, safety and wellbeing</li> <li>• Committed to demonstrating equality, dignity and inclusion</li> <li>• Committed to continued professional development</li> <li>• Compliance to Data Protection Act 2018 and GDPR principles/requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Valid driving licence and car access</li> </ul>