

HR Operations Manager

Grade 12 (SCP 31 – 33)

Job Description

JOB PURPOSE

Working as part of the central HR Team, oversee the staff recruitment and monthly payroll processes for the trust, providing expert payroll and HR advice and effective management to ensure that an efficient service is delivered to all stakeholders.

Line management: HR & Recruitment Officer and HR & Payroll Officer

KEY RESPONSIBILITIES

1. Payroll Management

- Manage the monthly payroll process ensuring that information is provided to the outsourced payroll provider in line with the agreed deadlines.
- Manage the relationship with the outsourced payroll provider ensuring that issues are resolved promptly, seeking opportunities to drive improvement and efficiencies.
- Oversee the work of the HR & Payroll Officer providing support and guidance with regards to the processing of starters, leavers, contractual variations, overtime, absence, family-friendly pay and statutory deductions and payments including PAYE, NIC, SSP, SMP, SAP, SPP & ShPP.
- Liaise with the school-based staff involved with the HR and payroll processes ensuring clear communication to minimise errors.
- Review the payroll reports, identify errors and ensure corrected in a timely manner.
- Ensure compliance with Teachers' Pay & Conditions Document (STPCD), Burgundy Book, Green Book, Local Government Pension Scheme and Teachers' Pension Scheme.
- Manage the issuing of P45s, pension forms, salary statements, and any other required documents.
- Deal with pension queries in a timely manner, liaising with the outsourced payroll provider as appropriate.
- Manage overpayments and recovery processes.
- Support schools with regards to understanding terms, conditions and pay structures.
- Provide guidance on payroll-related legislative changes and ensure timely communication.
- Provide payroll and employment related advice to staff as required.
- Champion the Employee Self Serve (ESS) portal, supporting schools to ensure that all staff can access.
- Produce and analyse data e.g. sickness absence to identify trends and issues and share agreed key performance indicators with the Head of HR, Exec Team and Headteachers.
- Support the onboarding of new schools onto the Trust payroll and HR system.
- Support the Head of HR & CFO in payroll planning, budgeting, and analysis.

2. Recruitment

- Manage the recruitment lifecycle from job description creation to candidate onboarding ensuring compliance with safer recruitment requirements.
- Oversee the work of the HR & Recruitment Officer providing support to ensure that the process is managed to minimise time-to-hire.
- Champion the integrated recruitment module ensuring that school-based staff involved in the HR and recruitment processes understand and can confidently use the systems.
- Produce and analyse people data to identify trends and issues and share agreed key performance indicators with the Head of HR, Exec Team and Headteachers.

3. Reporting

- Oversee the production of the staff workforce census, ensuring that accurate data is submitted in a timely manner.
- Produce the annual Gender Pay Gap report.
- Produce agreed KPIs for payroll and recruitment.
- Respond to data monitoring requests as required.

4. HR advice and casework

- Support the wider HR team in providing expert advice and guidance on people-management matters and conditions of service, including complex employee relations casework such as disciplinary, grievance, capability, attendance, change management and employment tribunals.
- Support managers and leaders in interpreting and applying HR policies and procedures consistently across the trust.
- Advise managers and leaders on mitigating risk in employee relations and disciplinary matters, escalating issues appropriately to Head of HR.
- Ensure compliance with employment law, safeguarding requirements and education-specific HR practice.
- Keep abreast of local and national initiatives, both from a legal and regulatory perspective, that may have HR implications to ensure that advice is always in line with employment law and best practice.
- Provide support to the HR Support Officers, offering advice and guidance.
- Liaise with external stakeholders such as union colleagues and professional associations to build strong working relationships and maintain good employee relations.

5. Systems and data processing

- Ensure all payroll and HR data is managed in line with GDPR and audit requirements.
- Review systems and processes to drive continuous improvement.
- Act as a key contributor to Trust-wide HR and payroll improvement projects.
- Support the Head of HR with identifying needs across the service and ensuring continuous improvements.

6. Other

- Promote the trust's vision and champion the trust's values.
- Be aware of and comply with policies and procedures relating to child protection, safeguarding, security and confidentiality, reporting all concerns to an appropriate person as soon as they arise.
- Be committed to the principles of on-going professional development and to undertake appropriate training as required.
- Undertake any other duties and responsibilities as may be reasonably required by the trust.

Person Specification

CRITERIA		Experience, Qualifications and Training: On their application form, candidates will demonstrate that they have the following training, qualifications and school experience:	
ESSENTIAL		DESIRABLE	
<ul style="list-style-type: none"> Strong payroll knowledge. Substantial operational HR experience including staff recruitment and casework. CIPD level 5 or equivalent HR qualification or substantial experience. Experience of integrated HR and payroll systems and associated processes. Experience of pensions administration. Experience of advising and coaching line managers and senior staff on HR related matters. Experience of supervising or line managing HR staff. Experience of working in a regulated environment (education, local government or similar). Evidence of Continuous Professional Development. 		<ul style="list-style-type: none"> A degree qualification or equivalent. CIPD level 7 or willingness to work towards Extensive knowledge of teachers and school support staff pay and terms and conditions Experience of working with trade unions/professional associations. 	
CRITERIA		Ability, Skills and Knowledge: In their statement of suitability and during the selection process, candidates will demonstrate that they have the following ability, skills and knowledge:	
ESSENTIAL			
<ul style="list-style-type: none"> Strong interpersonal skills, able to advise and influence managers at all levels. Excellent working knowledge of UK employment law and HR best practice. Excellent organisational skills and ability to manage competing priorities. Strong written and verbal communication skills, to exchange information with a range of audiences, particularly where information can be complicated or of a sensitive nature Ability to manage people effectively by conducting regular meetings, setting targets for performance, delegating tasks appropriately, and monitoring the quality of delivery and outcomes. Ability to prioritise conflicting demands and thrive under pressure. 			

- Ability to be flexible and able to respond to the unexpected in a calm and reassuring manner.
- Ability to use computer systems, including word processing skills to produce tables, spreadsheets and reports.
- Ability to build and maintain effective working relationships with a wide variety of people.
- High level of discretion, professionalism and sensitivity when handling confidential issues.

CRITERIA

Personal style and behaviour: In their statement of suitability and during the selection process, candidates will explain how they have they demonstrate their personal style and behaviour:

ESSENTIAL

- Commitment to the trust's vision and values.
- Commitment to working flexibly and as needed to ensure the highest professional service for pupils and staff.
- Tact and diplomacy in all interpersonal relationships with the public, pupils and colleagues.
- Collaborative team player with a positive approach to change.
- High professional standards, integrity and reliability.
- Resilience, self-motivation and personal drive to complete tasks to the required timescales and quality standards.
- Highly organised, literate and articulate.
- Commitment to support the trust approach to safeguarding and equality and diversity.