

Job Description

Job title:	Human Resources Operations Manager	Contract Type:	Full Time, Permanent
Responsible To:	UST Director of HR	Grade & Spine Point:	PO6 – SP 41 – 44 (£48,402, £51,444)
Location:	UST Office / Schools / Home Working		

Job description:

INTRODUCTION

The University Schools Trust (UST) is a unique partnership of six world-leading universities and four sector-leading bodies who are working together to deliver a shared vision of inclusive, high quality and transformational education delivered by schools which are deeply rooted in the communities they serve.

We take a rigorous approach educating from nursery to university and beyond to all aspects of our work. Our teaching practice is effective, our students are challenged to achieve their best and we use our resources efficiently. Our values of communication, investigation, participation, networking, scholarship and vision are core to all our work.

As a small, growing and dynamic trust, we are small enough to know and care about the professional development of every single employee, and through our influential trust partners we have increased the scope of our work and the opportunities available to students and our staff.

OUR VISION

To provide transformational educational opportunities for children across London, setting the agenda for social mobility and sector-wide change.

MISSION STATEMENT

Our mission at UST is to improve the outcomes of all our pupils by ensuring we train, recruit and retain the highest calibre of staff across our workforce. Our teaching practice will be research led in partnership with our academic Trust sponsors and the evidence collated will influence local, national and international policy. We will share our best practice with others, extending our success and influence. A critical mass of schools will enable a flexible, school-to-school support structure which will ensure a platform to develop school leaders. Leaders at all levels will provide a systematic succession plan for our schools.

JOB PURPOSE

The Operational Manager - HR will have a Trust wide role across a number of key specialisms whilst also directly supporting the schools with the delivery of effective outcomes in all areas of the HR Life Cycle and in relation to employee relations casework.

Possessing a strong customer focus and working directly with the HR Director, the remit of the role will be to:

- Directly lead, manage, motivate and support the schools'-based HR teams with the full HR life Cycle
- Develop, manage and support the HR function in relation to all processes and procedures
- Develop, implement and manage an effective employee relations service to all schools
- Develop, implement and manage an effective recruitment and on-boarding and lifecycle service to all Schools
- Support all negotiations and consultations with the staff and trade unions to support the successful management of change and the development of the Trust and HR Service
- Support the implementation, maintenance and progression of a new integrated HR and Payroll system across the Trust
- Support and promote excellent practices, including supporting the team to develop their knowledge and skills
- Deputise for the HR Director as required

SPECIFIC RESPONSIBILITIES

Performance Management

- Undertake the direct and full performance management of the school-based HR Manager and Senior HR Adviser, including responsibility for their annual performance appraisal and continuous professional development.

Employee Relations

- Provide expert advice and support to the Senior HR Advisers, Headteachers, Governors and Trustees on the resolution of complex individual, group and whole school casework matters including:
 - Disciplinary and Grievances
 - Sickness Absence Management
 - Capability and Performance Management
 - Organisational Change, including TUPE
- Provide expert advice at hearings, appeals and 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 and review of casework and associated systems.
- Develop, review and implement relevant HR policies, procedures and guidance.

Employee Recruitment/Onboarding/Life Cycle

- Manage & 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
- Enable and in some cases, deliver briefing, training/coaching and consultation sessions for the Trust Executive, Headteachers, SLTs, Governing bodies and Trustees relating to on boarding and life cycle matters
- Develop, implement, monitor and review all on-boarding and leaver services, systems and processes
- Directly lead and manage both Trust wide and school-based recruitment campaigns as required ensuring schools leads are managing in line with procedures and good practices
- Directly support the induction of all new staff across both the Trust and schools as required
- Develop, implement and review of relevant policies, procedures, handbooks, recruitment packs and guidance
- Support the implementation and review of a new HR and Payroll system and specifically, but not exclusively, lead on the development and implementation of the recruitment and on-boarding modules
- Liaise with, quality assure and review relevant 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
- Support the HR Director with the negotiation and implementation of new partnership contracts and services as required.

Trade Union Consultation and Negotiations

- Support the HR Director 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.
- Attend the Trust's Joint Consultation and Negotiating Committee (JCNC) and deputise for the HR Director as required.

Workforce Information/Systems

- Support the HR Director to and at times take the Lead to review and implement the Trust's workforce information systems and requirements including:
 - Supporting the maintenance and development of the HR & Payroll iTrent system and the progression of other online systems and or processes.
 - Identifying Trust and school workforce information needs.
 - Researching, implementing and reviewing HR/Workforce information systems.
 - Ensuring the timely production of Trust wide and statutory workforce information requirements and reports

Payroll

- To manage and ensure the HR team manage payroll administration and iTrent system, collaborating and problem solving within own area of work with the payroll Manager.
- To lead and ensuring the HR team are managing HR related areas of pay and conditions accordingly and that all are

Project Work

- Lead on and support a range of ad hoc HR Development projects as required.

COMMON ROLES OF ALL TRUST MEMBERS

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
- To drive educational standards, promote life-long learning and continually improve outcomes for all
- 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
- Ensure own and HR team deadlines are met
- Motivate and develop HR team ensuring positive relations and professional behaviors
- Regularly review own practice and behaviours, set personal targets and take responsibility for own development.
- Work within the Trust's Health and Safety policy to ensure a safe working environment for staff, students and visitors
- Actively engage in the performance review process
- 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 post holder 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 the 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.

JOB DESCRIPTION AGREEMENT

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

This Job Description may be reviewed at the end of the academic year or earlier if necessary. In addition, it maybe amended at any time after consultation with you.

EQUAL OPPORTUNITIES STATEMENT

Adhere to the Trust's Equal Opportunities policies and ensure anti-discriminatory practice within the service area.

COMMENSURATE STATEMENT

Undertake any other reasonable duties commensurate with the grade as determined by the manager.

CHILD PROTECTION

To have due regard for safeguarding and promoting the welfare of children and young people and to follow thechild protection procedures adopted by the school, the Trust. And the local authority.

Person Specification

Human Resources Operations Manager

Qualifications	Essential	Desirable
Hold a professional HR qualification (or equivalent experience).	✓	
Have current membership of the Chartered Institute of Personnel and Development (ideally at least MCIPD status).		✓
Have a minimum of Grade C in English and Maths GCSE level or equivalent.	✓	
Ideally, hold a first degree.		✓
Experience & Knowledge	Essential	Desirable
Demonstrable and successful leadership and management of a team of HR staff.	✓	
Experience of work in a fast-paced school/education environment including resilience.	✓	
Demonstrable and successful experience of leading on and managing complex individual and organisation wide case work issues in a multi union environment	✓	
Experience in negotiating and consulting with managers, staff and trade union representatives on a range of complex HR matters.	✓	
Experience of developing and implementing at least three relevant HR policies and procedures as well as experience in the preparation of related written guidance to managers on at least three key HR issues.	✓	
Good working knowledge of current employment legislation, relevant education regulations and guidance and good practice approaches as they relate to schools.	✓	
Demonstrable excellent level of knowledge and experience of all safer recruitment requirements in a school setting.	✓	
Experience of developing managers, SLT, HR staff in HR matters through individual coaching and/or the delivery of group training sessions.	✓	
Experience of successfully using and implementing (at least aspects of) an integrated HR and Payroll system to streamline and enhance a range of HR processes and procedures.	✓	
Experience of successfully leading and implementing change within a complex organisation, e.g. reviewing and implementing new processes, procedures and policies, e-enabling systems and processes, monitoring and reviewing agreed changes.	✓	

Continued on next page

Person Specification *continued*

Effective	Essential	Desirable
A demonstrable flexible, positive and proactive approach to the delivery of their work	✓	
Within the remit of the role, the ability to turn strategy into action to support the development of the HR service	✓	
A strong customer focus to ensure the timely delivery of agreed outcomes	✓	
Ability to quickly build relationships gain the confidence and communicate effectively with all levels of stakeholders	✓	
Ability to rise to complex challenges, effectively manage own emotions and demonstrate an appropriate degree of personal and professional resilience as appropriate to the level of the role	✓	
Effective presentation and negotiating skills to support the achievement of change at a trust wide level.	✓	
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 leadership, be inspirational and motivational	✓	
Demonstrable skills to effectively use Microsoft Word with at least a good working knowledge and skills in Microsoft Excel	✓	
Other	Essential	Desirable
This post requires a satisfactory Enhanced DBS Disclosure	✓	
Demonstrable commitment to their own continual professional development	✓	