

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Head of HR Operations

Reporting to: Associate Director HR Services

Contract Length: Permanent

Weeks per year: 52

Hours per week/FTE: 35

Salary: £51,052 - £61,667 per annum

Grade: 7

Location: UAL locations

Service: Operations and External Affairs

Purpose of Job:

The purpose of the job is to ensure the provision of an excellent HR operational service and provision of high standards of customer care and employee relations to all staff at UAL.

The Head of HR Operations will lead, manage, co-ordinate and support the efficient delivery of HR operational services to a high standard to the University.

Key HR Service Operations comprise: managing and promoting 'ASK HR'¹; leading and managing the HR generalist team (HR Advisors and HR Consultants) including management of ER cases; safeguarding (UKVI and DBS) processes and monitoring; job evaluation processes; occupational health; all HR operational templates (e.g. grievance and discipline); operationalising HR Policies; FOI and SAR requests, HR procurement projects, collation of core management information, statutory returns and reports, trade union relationships and facilities.

Main Duties and Responsibilities:

- To proactively lead and manage the HR Operations team ensuring that services delivered are accurate, timely and fit for purpose.
- To lead, promote and manage the HR operations team ensuring the delivery of services is to a high standard / in line with Service Level Agreements and with a high regard for customer service and satisfaction achieving and maintaining Customer Service Excellence standards.
- To be responsible for business process reviews across HR Operations with the purpose of achieving optimum and consistent services.
- To be responsible for monitoring and developing the use of operational KPIs / metrics and reports as a means of monitoring service delivery, performance and data quality.
- To ensure good communications and co-ordination with College based HR staff and all other key stakeholders across all operational services to achieve consistency of services with flexibility where appropriate.
- To ensure that HR operational processes, documentation and web based information is up to date and in line with good practice and any relevant statutory provisions, examples of this include contract, disciplinary and grievance letter templates.
- To ensure effective safeguarding processes and advice is in place regarding UKVI and DBS requirements and that there is continual and close monitoring of performance in this areas with particular regard to UKVI, QAA and OFSTED audit requirements.
- To lead and manage re-procurement processes for HR operational systems as required (e.g. e-recruitment; Occupational Health Services; advertising agency, employee relations system) and ensure continuous improvement of operational services as appropriate.
- Provide expert advice to HR teams in regard to Operational HR including EDMS, ER, statutory requirements relating to resourcing and more generalist advice to wider HR teams as necessary

¹ ASK HR is the 'brand' name for operational HR Customer Relations Management systems and processes

- To respond to internal/external audit requirements, with regard to any operational elements (e.g. UKVI, DBS, recruitment or other related processes).
- To participate and contribute to the leadership of the team as a key member of the HR Services Team Management Group with the Associate Director of HR Services.
- To support, contribute to and lead as appropriate, delivery of the HR Services Operating plan and wider UAL Wellbeing Strategy and People Strategy.

The objectives over the next 2-3 years are:

- Enable wider take up of AskHR through continued development of the service, establishing consistent ways of working and through management of workload distribution across the Operations team
- Procurement of e-recruitment and a case management system for employee relations
- Ensuring audit requirements are implemented, maintained and reviewed in all areas of HR Operations
- Establish and develop a one team approach to HR Operations through focussed, clear development approaches with the HR operations team
- Lead projects which enable continuous improvement in focussed areas to enable delivery of the People Strategy

Other Conditions:

As a member of the HR Operations Board the following applies:

- To work within the University's policies and in particular to role model leadership behaviours, undertake health and safety duties and responsibilities appropriate to the role, work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in all work and conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- The post holder may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of her or his duties which may include evenings, Saturdays, Sundays and bank holidays.
- The post holder will be required to regularly travel to other campuses and sites as necessary.

Person Specification:**Skills, Knowledge and Experience****Essential Requirements for successful delivery in this role:**

1	Substantial and proven experience of leading, building and developing a consistently high performing successful HR operational and HR administration team(s).
2	Detailed and expert knowledge of all aspects of HR operations and best practice including electronic document management system, service centre telephony and systems, employee relations, statutory HR requirements (DBS, UKVI etc.) and a working knowledge of customer service excellence frameworks.
3.	CIPD qualified (F or MCIPD) including demonstration and evidence of contemporary approaches to HR operational management and service provision and able to demonstrate experience of operational employee resourcing, relations and policies, capability management and change management
4	Excellent interpersonal and relationship building skills, with the ability to empathise, influence and negotiate, collaborate with a diverse range of stakeholders and to a high level.
5	Ability to engage others in driving plans forward with energy and credibility and significant ability to communicate effectively orally and in writing, adapting the message for a diverse audience in an inclusive and accessible way.
6	Proven track record of delivering interventions to improve HR operations and support resourcing and recruitment activities ensuring the organisation is not put at risk whilst still working collaboratively in a diverse environment.
7	Relevant evidence of continuous improvement in all areas of HR Operations, including cost savings arising from getting things right first time and business cases for investments being approved
8	Proven ability to plan and manage conflicting priorities and pressure of work to achieve and meet deadlines and deliver on time and to budget
9	Significant knowledge and experience of development of HR operational teams, thereby ensuring that the University fulfils its statutory obligations and minimises risks of breaches of statutory obligations.
10	Proven track record of continuous professional development and active participation in specialist networks in their field(s) of expertise.
11	Able to demonstrate with confidence the ability to lead, manage, track and enable continuous improvement in HR operational processes,
12	Able to demonstrate HR operational financial management
13	High levels of skills in strategic analysis, interpretation and reporting of relevant data for impact and use internally and externally to HR to inform planning and decisions to be taken

Key Working Relationships:

- Head of College / Deputy Vice Chancellor / Vice Chancellor / Directors of College Administration
- College Staffing Administrators
- Deans / Heads of Service/ Directors
- HR SMT, HR Systems, Payroll and Pensions, Resourcing, HRBP's and People Strategy Hub
- Staffing Administrators
- Procurement, internal and external legal teams, immigration lawyers
- UKVI
- DBS
- Trades Union
- External suppliers

Specific Management Responsibilities:

Staffing: direct line management of the HR operations team (HR Generalists) linking as appropriate with College based HR Business Partners.

Budgets: EAP £26k OHA £50k Procurement processes for HR. **Other** (e.g. accommodation; equipment): N/A