

Job Description



PSPS
Public Sector Partnership Services Ltd

Job Title	HR Operational Lead	Post No	
Job Grade	7 (£30,333 - £34,709)	Location	Manby/Spalding
Reports to	HR Account Manager		
Responsible for	Budget	Yes	
	People	Yes	
	Estates/Facilities/Hardware	No	

Organisational Context

PSPS is a Local Authority Trading Company (LATCo) which is wholly owned by East Lindsey District Council and South Holland District Council and has main offices in both Spalding and Manby alongside several Customer Access Points.

PSPS provides a range of front and back office services to our Local Authority clients and our mission is that *'Together, we will provide high quality professional services, which achieve outstanding performance, satisfaction and confidence for our customers, communities and colleagues'*.

PSPS is focused on Service Delivery, Transformation, Engagement, People and Performance.

PSPS has a range of policies that have been specifically developed to support our people in achieving a positive work-life balance.

PSPS are proud to be a Family Friendly Employer and Disability Confident.

Job Purpose

The HR Operational Lead is vital to the delivery of HR Services within PSPS and will work within the HR and Payroll Department.

The HR and Payroll Department has responsibility for providing PSPS with centralised support functions and is operationally accountable for the delivery of HR services to East Lindsey District Council and South Holland District Council.

The HR function takes responsibility for adding value to client and company management and the service covers the following main strands:

1. People Management
2. Learning & Development
3. Organisational Development
4. Pay & Reward

The HR Team have main offices in both Spalding and Manby and whilst the HR Operational Lead will be based at one of these locations it is expected that travel between both locations will be required.



Summary of Key Accountabilities and Responsibilities

People Management

- Proactively lead and manage the HR Operations team, including Senior HR Officers, HR Officers and HR Assistants, taking responsibility for the direction, planning and coordination of their work.
- Ensure the required standard of service provisions are met by providing day-to-day coaching, encouragement and development to ensure excellent HR support to all areas of the company and its Client Councils.
- Undertake PDR's to support the continuous professional development of the HR Operations team, enabling them to comply with employment law and General Data Protection Regulations in the daily undertaking of their duties. Ensuring the integrity and security of confidential information.
- Inspire and engage both employees and the team to align delivery to the companies HR Strategies creating an open communication culture.

Operational Delivery

- To support the delivery and promote the HR strategy for the company and its Client Councils.
- Ensure that the team is professionally capable of providing solution focused approaches to achieve objectives and developing effective business partnerships working across areas including employee relations, recruitment, workforce planning, relevant learning and development, and terms and conditions.
- Ensure that relevant policies, procedures, guidance and practices are up to date, legally compliant, accessible, meet the businesses standards, and reflect best practice where possible.
- Lead in all areas of employee relations, performance management, absence management, disciplinary and grievance process, including advising on how to resolve conflict, manage difficult employees and conduct effective performance management and improvement plans.
- Ensure that all discipline and grievance issues are handled on a timely basis, investigations and hearings are conducted thoroughly and professionally and in line with the company's and its Client Councils procedures, to ensure the business is protected at all times.
- To actively participate in the development of the HR function, including contributing to effective communication across all service areas.
- Produce regular, accurate data and reports to the HR Account Managers to demonstrate the quality, effectiveness and associated costs of the HR Operations function.
- Recommend changes as appropriate, and manage transformation projects.
- Personally provide transactional HR support and advice to Senior Leaders within the company on any complex HR or Employee Relations matter.
- Build effective working relationships with Trade Union representatives, consulting with them on necessary matters.
- Oversee and support internal and external HR audits, ensuring compliance of the service. Deliver improvements to the service area where audit actions are identified.

Recruitment & Onboarding

- Lead in all areas of the recruitment process within the HR Operations team, providing support for senior roles within the company and its Client Councils where necessary. Including drafting job descriptions, shortlisting candidates, attending interviews and inputting into the final decision making process.
- To oversee the development and maintenance of HR iTrent system with the HR Information Analyst to ensure accurate personnel data is held appropriately.
- Oversee the iTrent system to automate the recruitment functions, ensuring that the investment delivers value to the company and its Client Councils.
- Take responsibility for ensuring that the HR Operations team undertake all pre-employment checks and that contracts are issued within the agreed service levels.
- Take the lead for identifying roles that require DBS checks and ensure that checks are undertaken in line with the DBS Code of Conduct and Recruitment of Ex-offenders Policy.
- Manage the company's recruitment budget.

Health & Wellbeing

- Take the Lead to ensure that the HR Operations team are managing sickness absence across the company and its Client Council's effectively. Leading to the reduction of both Long and Short Term sickness absence across all entities.
- Lead the Occupational Health processes, ensuring regular reviews are scheduled for employees where appropriate.

Internal Relationships	External Relationships
<ul style="list-style-type: none"> • Head of HR & OD & HR Account Managers • Senior Leadership Team • HR Operations Team • Trade Unions • Internal Auditors 	<ul style="list-style-type: none"> • Client Council Employees and Team Leaders • External Auditors • Regional Union Representative • Third Party Service Providers • Recruitment Agencies

Person Specification & Selection Criteria	Essential (E) or Desirable (D)	Application (A) Interview (I) Presentation (P)
Qualifications		
Level 7 CIPD Qualification or relevant experience	E	A
Experience		
Proven experience working within a HR Partnering or Advisory role	E	A/I
Proven track record of delivering proactive HR initiatives	E	A/I
Experience of managing or supporting a team	E	A/I
Experience of working in a fast paced environment	D	A/I
Experience of working with Trade Unions	E	A/I
Experience of influencing key stakeholders	E	A/I
Skills & Knowledge		
Broad, thorough and up to date knowledge of UK Employment Law	E	A/I
Ability to network and build relations with multiple stakeholders	E	A/I
Analytical and numerate	E	A/I/P
Understanding of Key Performance Indicators	D	A/I/P
Knowledge of using iTrent	D	A/I/P
Competencies & Personal Attributes		
Highly organised with an ability to manage multiple demands	E	A/I/P
Ability to use own initiative to develop methods of work to achieve defined outcomes	E	A/I/P
Ability to communicate clearly and appropriately, verbally and in writing	E	A/I/P
Adaptable and flexible in a 'One Team' environment	E	A/I/P
Ability to prioritise, plan and organise workload in a busy environment, responding effectively to changing priorities	E	A/I/P

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements

Author	Nikki Harding	Completion Date	September 2019
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