

Job description

Post title: Assistant Director HR

Service area: Human Resources

Grade: CO4

Reports to: Director of HR

Your team: Employee Relations, Digital Enhancement, Customer Transactions, Payroll Services

Number of supervisees: 4

Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities

- Recognising the value of flexible working to support staff where possible

Key responsibilities

- Strategic lead for the provision of core HR services including resourcing (permanent and temporary agency workers), employee transactions, payroll and schools pension administration, employee relations, business analytics and digital improvement.
- Ensure the effective provision of payroll/employee changes processing, transactional recruitment and campaign management and employee relations management, driving the digital enhancement programme to enable automation and the modernisation of HR systems and processes.
- Responsible for ensuring sustainable performance and continuous improvement in HR customer service and transactional services, delivering customer service excellence in all interactions, learning from complaint resolution to drive practice and process improvement and contributing to the development of intranet content and training materials.
- Drive the HR digital improvements portfolio, ensuring a supportive business deployment of digitally enabled workflow solutions that also tackles digital exclusion. Ensure workflows are mapped, understood, communicated and embedded within the team.
- Ensure appropriate processes and procedures are in place that maintain legal compliance best HR practice and audit recommendations. Ensure all HR processes lead to accurate workforce data that supports the monthly payroll process.
- Drive a qualitative and quantitative data and intelligence approach to service workforce plans supporting the delivery of HR priorities. Develop and track key HR metrics to inform the senior leadership team of people trends and insights. Evaluate key HR metrics for monitoring performance.
- Ensure that advertising and recruitment processes are inclusive, attract and retain the best possible workforce for the delivery of the workforce strategy and workforce plans. Ensure the council's recruitment and talent strategy is embedded within the recruitment processes.
- Ensure full compliance with safer recruitment requirements and that any risks are appropriately monitored and managed.
- Ensure compliance with current UK employment law and other relevant legislation ensuring cost effective interventions are implemented and managed in an efficient and professional way to maintain the council's reputation.

- Ensure the provision of high quality, customer focused and consistent HR advice, guidance and support in a cost effective and efficient way that positively impacts customer effectiveness, efficiency and confidence.
- Lead on the building of positive, constructive relationship with the unions and the effective supporting of employee relations cases. Ensure appropriate interventions are commissioned from across the HR service as required.
- Monitor and evaluate performance levels across Operational HR to identify ways of improving performance levels in line with Service Level Agreements. Ensure all templates/documents used are professional and updated to reflect any legislative or process changes.
- Ensure the delivery of a high quality professional HR service to Islington Schools on transactional HR matters ensuring SLAs under the contractual agreement are met and services are continually improved for ongoing service buy-in.
- Work closely with Third party partners to automate all transactional activity to improve the efficiency and effectiveness of services provided, whilst retaining ownership of the qualitative outcomes. Ensure the planned and systematic roll out of system enhancements to facilitate the automation of all HR transactional activities.
- Actively manage the quality of service from Third party partners in line with contractual arrangements and agreed KPIs. Lead on procurement and tendering processes where required.
- Overall responsibility for the outsourced temporary recruitment contract ensuring agreed KPIs are met and management information is swiftly acted on.
- Establish and maintain effective internal relationships with key stakeholders to ensure that the team delivers an excellent service, sharing feedback, best practice and developing innovative solutions.
- Coach and support managers in developing the skills and knowledge needed to take ownership of people management issues/processes. Working with HR colleagues identify solutions in their area to ensure that all staff are managed efficiently and effectively in accordance with best practice and organisational policy.
- Support the performance and professional development of the HR Customer Delivery team to ensure all partner organisation staff receive effective and solution focused HR advice, and are given clear consistent advice on the interpretation of HR policies, procedures and legislation.
- Provide inspirational and professional leadership to staff, strengthening skills and competence and fostering a strong culture of standards, performance, responsibility and accountability.

- Provide a strategic vision for the future development of the service to enable the council to meet its future challenges, fostering a culture of continuous improvement.

Leadership

As a member of the council’s management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council’s objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council’s activities.

Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Flexible.

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential criteria

Qualifications

Essential criteria	Criteria description	Assessed by
1	Advanced CIPD qualification or equivalent knowledge, skills and experience.	Application
2	Evidence of continued professional development.	Application/Interview

Experience

Essential criteria	Criteria description	Assessed by
3	Experience of running operational HR services, providing highly specialised HR expertise and advice to HR colleagues, managers, partner organisations and clients.	Application/Interview
4	Experience of driving digital improvements to facilitate the efficient automation of HR transactional activities.	Application/Interview
5	Experience of managing in line with contractual arrangements and agreed KPIs and re-tendering contracts.	Application/Interview
6	Experience of taking a qualitative and quantitative data and intelligence approach to support the delivery of priorities.	Interview
7	Experience of fostering constructive trade union relationships.	Application/Interview

Skills

Essential criteria	Criteria description	Assessed by
8	Advanced relationship and stakeholder management skills and skilled in written and verbal communication to influence and engage others effectively.	Application/Interview
9	Ability to inspire, motivate, coach and develop team members to high levels of performance.	Application/Interview
10	Ability to think and act strategically, analyse complex evidence and develop practical and innovative solutions to the management of strategic issues and complex problems.	Application/Interview/test
11	Up to date knowledge and understanding of people management fundamentals such as the principles and application of UK employment legislation, payroll, tax and national insurance and HR best practice.	Application/Interview

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

