**Job Description**

**Job Title:** HR Operations Manager

**Directorate**: Finance and Corporate Services (FCS)

**Responsible to:** Head of HR

**Responsible for**: HR Operational staff (e.g. HR Officer / admin support roles / consultants assisting HR)

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**Overall purpose of the Post**

The overall objective of this role is to provide consistent focus on, and cover to, the HR Operations aspects of the HR function. This is a key role in ensuring that the operational aspects of HR work such as pensions, payroll and contract variations are carried out in an accurate and timely way. In addition the role will often be the first point of contact for managers and staff seeking advice. The role will also have the opportunity to get involved in/lead discreet projects that support the overall People Strategy.

**Main Responsibilities**

The successful completion and/or ongoing management and coordination of:

1. **Payroll** – oversee and support coordination of HR tasks in the monthly payroll process, including pension processes. The post holder will be responsible for checking and signing off all contract changes and payroll reports to ensure correct payments are made and policies and employment legislation are adhered to.
2. **HR management reporting** – coordination and delivery of HR management reports (includes monthly and quarterly MI reports, 6 monthly turnover and exit data report for both the Executive Team and Remuneration Committee). This includes working with data and creating tables and charts, identifying trends and providing narrative. The post holder will need to liaise with other FCS teams and provide advice to Directors on the key information that should be provided and the best way of presenting it.
3. **Process** – coordination of process reviews and improvements. Update our templates and checklists as required to ensure accurate processing of information and when required put in place new processes to e.g. reflect changes in legislation.
4. **Systems** – oversee our HRIS (CIPHR) use and data input and lead the development of the system. This will include managing system suppliers and co-ordinating activities for example between our payroll and HRIS suppliers. The post holder will also have oversight of the way the HR team use key Commission systems such as Sharepoint to ensure the team are storing and managing information appropriately and maximising the capabilities of such systems.
5. **Audit –** Lead on responding to regular external and internal audits e.g. payroll audits. Includes providing updates to Director of FCS and Audit Committee as appropriate and feeding into the Commission wide audit log in relation to tracking audit recommendations for HR. Carry out the 3 monthly self-auditing of recruitment files.
6. **Pay and reward** – provide advice and guidance on pay and reward policies such as salary, payment of pay awards and the provision of pension information. Provide support to project work such as pay benchmarking activity.
7. **Completion of surveys and data reports** – finding the correct data source and checking data as needed. Includes providing data and narrative for regular directorate performance meetings
8. **Performance Management** – includes reviewing policies, guides and staff communications, advising managers and staff and tracking progress/ compliance/quality.
9. **HR Policies** – manage the annual timetable for policy reviews and contribute to those reviews ensuring policies are fit for purpose and in line with employment legislation). Able to run manager training and briefings on key HR policies.
10. **Budget management** – tracking of HR spend and planning for future budgetary activity including contributing to the business planning activity for the team. May attend budget meetings with Finance colleagues.
11. **Supplier management and procurement tenders** – managing suppliers of HR services such as Occupational Health, Employee Assistance programme, HRIS and our e-recruitment system. The post holder will also provide support for the preparation of any tenders including liaison with procurement colleagues, preparing documentation, agreeing and overseeing the procurement timetable and ensuring deadlines are met.
12. **Co-ordinating meetings** - HR attendance at key meetings, for example Directorate and other team meetings, tracking action points and key questions.
13. **HR project work** - demonstrate a willingness and flexibility to work with team colleagues to support HR project work.In particularcontributing to the full implementation of our **People Strategy**, both in terms of taking on responsibility for specific areas of project work and also tracking and coordinating activities overall.
14. **Employee surveys** – provide the HR contribution to the running of employee surveys including input into the procurement process, survey design and post survey analysis
15. **Quality Assurance** – taking the HR lead role re this internal organisation wide initiative. Agree and set timeframes for completion of documentation and mapping of core HR processes. Work with the wider team to assign process work to the appropriate person. Ensure a consistency of approach across the team.

**Key working relationships**

This post will be required to build relationships internally with staff at all levels and also to liaise with and manage a number of external providers such as payroll and HRIS. They will be dealing with queries from staff and advising managers on HR policy and (sometimes sensitive) staffing issues. There will be a need to influence and persuade others to their point of view for example when advising managers on the appropriate course of action and when recommending policy changes in liaison with Directors and trade union colleagues. The relationships built with senior colleagues will be extremely important in building trust and confidence in the advice and solutions provided. This role will be the frontline in protecting the organisations reputation by ensuring that the appropriate processes and actions are followed.

**Additional information**

This role will be pivotal in providing assurance around key complex HR processes including payroll and pensions. The role will have autonomy in terms of both carrying out the day to day tasks with little oversight as well as reviewing HR processes and policies and where appropriate implementing improvements with reference to employment legislation and external good practice.

When making recommendations for change the post holder will be required to flag potential risks and suggest ways to mitigate them. They will also be required to liaise with internal and external stakeholders (such as payroll and pension providers) to resolve often complex problems where the work area is new or there is no clear organisational precedent (for example changes to pension provision or implementing a policy or process for the first time such as an apprenticeship scheme). The team will need to rely on their advice in such instances and so their recommendations need to be thoroughly researched, costed and risk assessed to ensure decisions are robust.

HR at managerial level is frequently advising managers and directors on the best approach to deal with situations with little input or mitigation from their manager. The risk is that advice provided on a certain course of action (even at the beginning of a process where no indication of longer term staffing issues is apparent) is relied upon when it comes to an employment tribunal – making or breaking a case – with potential for significant risk to the organisation’s reputation and finances.

A key part of the role will be to ensure the integrity of the HRIS, that data is stored and processed accurately and in line with GDPR requirements so that the senior team are able to rely on the information to support key people decisions. The post holder will need to develop a good understanding of GDPR requirements and work closely with the Information Management team to ensure the sensitive data held by HR meets GDPR requirements.

**General**

* To understand, and actively promote, the objectives and values of the Electoral Commission.
* To ensure equality of opportunity is maintained and respected at all times in accordance with the appropriate policies and procedures
* To work in accordance with the Commission’s policies and its quality standards.
* To work co-operatively with colleagues across the Commission and actively participate in opportunities to communicate within the organisation including attending team meetings and directorate meetings.
* To comply with the statutory provisions e.g. the Health and Safety at Work Act.
* To make full use technology.
* To demonstrate a willingness to work flexibly with others to respond to needs of an evolving organisation.
* To perform any other duty as directed by line management.

*This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.*

**Person specification**

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| Values & Behaviours | Criteria | Essential/Desirable |
| **Authoritative**  Qualifications and training  Relevant experience  General and specialist knowledge /expertise | Educated to degree level or equivalent experience  CIPD qualification or equivalent  Recent work experience in a similar role  Has worked for an organisation similar to the Commission  Up to date knowledge of HR Operational tasks  Experience of setting up and implementing internal processes and procedures  Knowledge of UK employment legislation  Able to research and apply good practice that fits the needs of the organisation  Experience of working successfully in an environment where delivering on time, attention to detail and accuracy are critical  Demonstrably strong IT skills including MS Excel, Word and Outlook and experience of working with and developing HR systems. | E  E  E  D  E  E  E  E  E  E |
| **Independent** | A demonstrable commitment to ownership of work and acceptance of responsibility for ensuring completion of tasks to a consistently high quality  A strong commitment to continuous improvement | E  D |
| **Transparent** | Experience of operating within and complying with a procedural framework.  Actively seeks to learn and improve their performance and the performance of the team. | E  D |
| **Making an impact** | Strong commitment to delivering results  Good problem solving skills  A credible and professional HR team member  Well-developed stakeholder management | E  E  E  D |
| **Engaged**  Effective relationships  Communication | Ability to prioritise own day to day workload and to accommodate urgent and unplanned tasks whilst ensuring completion of other work  Experience of and ability to work flexibly both with limited supervision and as part of a team  Well-developed interpersonal skills including ability to work flexibly and to prioritise competing demands effectively  Strong attention to detail in written communications and in maintaining records  Ability to write clear and concise reports based on sound reasoning and to present persuasive conclusions both in writing and orally with confidence | E  E  E  E  E |
| **Leadership and management** | Experience of managing others and the ability to coach others  Personal organisation skills and sound judgement | D  E |
| **Special requirements** | -none- |  |

Document last reviewed: Oct 2021