

# CITYLIT

INSPIRING PASSIONS · REALISING AMBITIONS

JOB TITLE:	HR Operations Manager
DEPARTMENT:	Human Resources
REPORTS INTO:	Head of HR
<b>OVERVIEW OF THE JOB</b>	
The HR Operations Manager is responsible for overseeing and managing all aspects of HR operations within the team. They play a crucial role in ensuring the smooth running of HR processes, policies, and procedures, while also providing support and guidance to the HR team.	
KEY AREAS OF RESPONSIBILITY	KEY PERFORMANCE INDICATORS (KPIs)
HR Process and System Management	<ul style="list-style-type: none"><li>Working with the Exec Director and Head of HR to develop, implement and maintain HR processes, policies and procedures to ensure compliance with legal requirements and best practices. This includes aspects such as employee onboarding, offboarding, performance management, leave management and other HR processes.</li><li>Oversee the implementation and maintenance of HR systems, such as Select HR, Access Recruit (Applicant Tracking System) and Access Workspace (Screening Portal). Ensure data accuracy, integrity and security within these systems.</li><li>Be the lead for all system updates and new technology developments working in partnership with the Business Technology team.</li><li>Update and train HR Team on all system related updates.</li><li>Identify opportunities to streamline HR processes and improve efficiency. Implement process improvements and automation to enhance HR operations and deliver a better employee experience.</li><li>Lead on the HR teams file management project to move to Sharepoint ensuring that a clear system is implemented and the HR Team are upskilled on this.</li></ul>
Guidance and Advisory	<ul style="list-style-type: none"><li>Coach and support 2 HR Administrators to respond to first line HR queries received within the HR Inbox, providing guidance and support on HR-related matters and support in triaging employee relations matters to the HR Business Partners.</li><li>Examples of the type of support required include (but are not limited to) HR and Contractual, Exit Interviews, Organisational Change, Disciplinary and Grievance, Occupational Health, Development needs analysis, Maternity and Flexible Working.</li><li>Be able to act as a point of contact to support with disciplinary's, grievances and appeals should additional support be required within the wider HR team.</li></ul>
HR Reporting and Analytics	<ul style="list-style-type: none"><li>Prepare and analyse HR metrics and reports to identify trends, areas for improvement, and opportunities for HR strategy development.</li><li>Provide insights and recommendations based on data analysis to the Head of HR and Executive Director-HR</li><li>Produce monthly reports/balanced scorecard to be shared with the HR Business Partnering Team around areas such as probation, sickness, compliance training, turnover</li><li>Support with the roll out and data analytics of staff surveys,</li></ul>

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	including annual salary survey returns to external stakeholders such as the Association of Colleges and Department of Education as well as supporting with the Gender Pay Gap and Employee Engagement surveys.
ER, Compliance, Policy & Operational Management	<ul style="list-style-type: none"> <li>• Manage the end to end payroll process, working closely with the Payroll Manager, HR Administrators to ensure all pay is processed accurately and in line with key deadlines.</li> <li>• Ensuring that the HR Administrators are progressing candidates effectively through the Recruitment and Screening Portals within agreed SLA's.</li> <li>• Responsible for leading Right to Work processes, ensuring compliance throughout the team and keeping the team updated with any legal changes.</li> <li>• Stay updated on relevant employment laws and regulations, ensuring HR processes and practices are compliant.</li> <li>• Collaborate with the Head of HR and Executive Director-HR to ensure all policies are updated in line with changes to employment law.</li> <li>• Ensure that Access Recruit and Access workspace are effectively managed and all candidates are effectively processed.</li> <li>• Ensure all data and records are managed in line with retention records and GDPR requirements.</li> </ul>
Safeguarding Lead	<ul style="list-style-type: none"> <li>• Be part of the College's safeguarding committee and lead the single central register ensuring this is effectively updated, records maintained and DBS checks completed as and when necessary.</li> <li>• With the Head of HR update and train the wider HR team to ensure that the whole team have a wider understanding and knowledge of safeguarding practices within the College.</li> </ul>
People Management and Other Duties	<ul style="list-style-type: none"> <li>• Responsible for line managing 2 HR Administrators ensuring that they are motivated and developed to deliver excellent results.</li> <li>• Play an active role in the team.</li> <li>• Seek to understand the different roles across the team, how your role interacts with them and how we can continuously improve our offering.</li> <li>• Deliver our services in a HR One Team way.</li> </ul>

KNOWLEDGE/QUALIFICATIONS/ATTRIBUTES REQUIRED	SKILLS/EXPERIENCE REQUIRED
<ul style="list-style-type: none"> <li>• Degree qualified</li> <li>• CIPD or other relevant HR qualification (desirable)</li> <li>• Job Evaluation experience (desirable)</li> <li>• Excellent relationship building and influencing capability</li> <li>• Strong coaching and questioning skills</li> <li>• First class communication skills</li> <li>• Resilient</li> <li>• Self-starter</li> <li>• Solution focussed and a problem solver</li> <li>• Comfortable dealing with ambiguity and</li> </ul>	<ul style="list-style-type: none"> <li>• Strong knowledge of HR processes, policies, and procedures, as well as employment laws and regulations.</li> <li>• Proven track record in the implementation of agreed people projects and activities</li> <li>• Experience using data to inform decision making</li> <li>• Experience working with Employee Surveys and wider Engagement approaches</li> <li>• Project management and planning experience</li> <li>• Ability to deliver against multiple priorities to time and quality</li> <li>• High level ER and Case Management</li> </ul>

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open to change <ul style="list-style-type: none"><li>• Experience of HR system and ATS preferably SelectHR and Access Recruit advantageous</li></ul>	experience <ul style="list-style-type: none"><li>• Strong analytical and problem-solving abilities, with a focus on data-driven decision-making.</li></ul>
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<b>HOURS OF WORK:</b>	35 hours per week
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