

Job Description

Job title:	Human Resources Services Team Leader
Department:	Human Resources (Corporate Services)
Reporting to:	Senior Human Resources Business Partner
Direct Responsible for:	HR Adviser X 1, HR Administrator X 1
Location:	Manchester
Grade:	D (TBC - subject to Job Evaluation)
Job purpose:	<p>To lead and manage a high performing first line HR Services Team</p> <p>To provide a comprehensive HR administrative and advisory service for all employees in the organisation.</p> <p>To delivery an exemplary, customer-focused service ensuring compliance, accuracy and consistency of advice.</p>
Main Duties:	
<ul style="list-style-type: none"> • Manage, develop and support the team in being the first point of contact for all initial HR queries, providing effective advice on HR policy and transactional queries. • Support all areas of HR administration including managing and overseeing the provision of accurate and timely payroll information on a monthly basis to the payroll team. • Provide management informational including monthly establishment reporting • Ensure all employee records (manual and electronic) are accurate, up to date and comply with all Data Protection Act and organisational requirements. • Drive process standardisation and improvement. • Ensure technology is optimised to best meet HR Shared Services and customer requirements. • Develop an Operating Manual and Standard Operating Procedures to build a knowledge hub and create a consistent way of doing things. • Proactively coach, develop and manage the performance of the team, creating an environment of high performance and continuous improvement. • Develop KPI's and continually monitor and improve the effectiveness of HR services to the organisation. 	

- Point of escalation for HR Services team and manage and escalate complaints as appropriate.
- Collaborate and liaise effectively with all areas of the HR function and stakeholders
- Ensure all compliance activities are completed in line with the organisations calendar
- Support the review and approval of payment to suppliers.

Generic Duties:

- To support and engage with change in own area and within wider PHSO.
- To participate in learning & development activity and professional development, as required, in relation to the role.
- To contribute to an environment of continuous improvement and excellence.
- To provide excellent customer service to all stakeholders.
- To ensure all legislative, regulatory, policy, process, procedures and guidance requirements of PHSO are adhered to.
- To promote and support the PHSO's vision and values.
- To complete any other duties commensurate with the role.

Person Specification

Essential Criteria

Knowledge

- Level 5 CIPD qualification or demonstrable similar experience and evidence of strong commitment to continuing professional development.
- Up-to-date knowledge of employment legislation and experience of applying it.

Experience

- Experience of working in a shared service environment, providing customer focused support to the wider HR team and organisation.
- Managing teams in a busy HR service environment with proven experience of coaching, developing and performance management.
- ER experience, providing advice and supporting managers in a range of conduct, performance, capability and attendance issues.
- Experience of delivering process improvements and HRIS implementation.
- A track record for building strong relationships with stakeholders.

Skills

- Ability to prioritise and manage a varied workload and meet targets and deadlines
- Excellent communication skills, both verbal and written.
- People management, coaching and mentoring skills.

- Ability to work collaboratively and apply feedback.
- Good problem-solving skills.
- Attention to detail.
- Excellent IT skills, in particular Excel, Word, Powerpoint, Sharepoint, HR Databases)
- Ability to analyse a range of data, including statistical information interpreting and bringing insight to a range of business and organisational issues.
- Self motivated

Competencies

Engaging People

Communicating Effectively

Communicates ideas and information effectively, both orally and in writing. Uses language and a style of communication that is appropriate to the situation and people concerned.

Team Working, Diversity and Inclusion

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. Creates an inclusive environment, one from which all staff can benefit, contribute and feel valued.

Customer Focus

Provides excellent services to meet internal and external customer needs. Understands the needs and perspective of the customer and looks for ways to adopt an approach during each stage of the process that is tailored and sensitive to their case or circumstance.

Organisational and External Sensitivity

Continuous Improvement

Continually look to improve skills, knowledge and ways of working and seeking ways to improve efficiency and value.

Managing Change

Continues to perform an acceptable standard during times of change. Maintains awareness of a constantly changing business environment and shows a desire to listen and be part of new ideas.

Organisational Awareness

This is about understanding the political landscape in which PHSO operates and some of the challenges we face in our aim to become an exemplary Ombudsman.

Delivering Results

Negotiating and Influencing

Sells the benefits of the position they are proposing, and negotiates to find solutions that everyone will accept.

Planning and Quality Focus

Plans activities to make sure resources are used effectively whilst ensuring quality is not compromised.

Creative and Analytical Thinking

Is able to analyse situations, diagnose problems, establish and evaluate alternative courses of action and produce practical and acceptable solutions. Continually seeks out ways of improving processes by problem solving to identify the root cause before making a decision.

Leadership

Maximising Potential

Actively encourages, and supports the development of self and others. Motivates and empowers others to achieve organisational goals. Creates an environment in which people take ownership of their own career progression, taking remedial action where needed while acknowledging and celebrating success.

Decision Making

Looks at issues with a broad view to achieve the organisations goals. Thinks ahead and prepares for the future.

Strategic Vision & Thinking

Using and understanding the bigger picture to uncover potential challenges and opportunities for the long term, and turning these into a compelling vision for action.

This job description is not intended to be exclusive or exhaustive. It is an outline indication of the areas of activity and may be amended to reflect the changing needs of the organisation. Post-holders are expected to undertake other duties and responsibilities commensurate with the nature, level, scope and grade of the post.