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**Job Description**

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| **Job title**  | Deputy Director of HR (Partnering and Operations) |
| **School / department**  | Human Resources & Organisational Development |
| **Grade** | 9 |
| **Line manager**  | Director of HR & Organisational Development |
| **Responsible for** | **HR Partnering Team** – 3 Senior HR Partners\* and 1 HR Partner\***HR Operations Team** – Operations Team Manager\*4 HR Coordinators, HR Assistant, Graduate Intern (\* direct reports) |
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| **Main purpose of the job** |
| Lead and manage a full HR service covering HR Partnering and a robust front line HR operational provision, and ensuring people management policies remain up to date and relevant. The role will also lead on relations with recognised Trade Unions (UCU and Unison).This will involve working effectively and in partnership with senior and middle managers within the University to enhance performance and efficiency in the deployment of people with a view to delivering both operational and strategic objectives. The role is then seen as the “trusted advisor” to the Vice Chancellor’s Executive and the wider University Senior Management Team on people management issues, as well as deputising for the Director of HR & OD as necessary.Providing pro-active guidance and support in all operational people management, including leading a broad range of HR activities associated with the employment lifecycle, recruitment and selection, organisational design, performance management, employee relations, on-boarding support, workforce planning and change management. |
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| **Key areas of responsibility** |
| **HR Partnering** * Ensure the delivery of a respected and valued proactive HR partnering service in order to deliver improved performance across the University.
* Act as a trusted advisor to all management across the University, developing strong professional relationships and mutual respect.
* Take the lead as necessary on Equality, Diversity and Inclusion and Wellbeing activities and approach in respect of all UWL staff.
* Lead the team in development, updating, creation and embedding of HR policies and procedures.
* Influence and guide senior and line management in all aspects of people management.
* Develop creative solutions achieving outcomes that are fit for purpose and in line with business needs.
* Support the team to establish people plans with performance targets that align to strategic and operational priorities.
* Use insight and judgement to deliver solutions to employment relations issues, supporting and coaching the HR Partnering team where necessary.
* Remain up to date and knowledgeable on the issues affecting the University sector and the external environment generally.

**Employee Relations Casework*** Deliver an outcomes-based approach to resolution of employee relations issues and case work (performance management, capability, disciplinary, grievance and ill-health etc.)
* Manage or oversee particularly complex or contentious cases when appropriate, including response to employment tribunal claims.
* Develop key performance indicators for delivery of casework, monitoring progress and trends across the University.
* Work effectively with the University’s recognised trade unions leading case work, consultation and agreeing solutions where necessary.

**HR Operations** * Line manage the HR Operations Manager to deliver HR operations services to the University covering the whole employee lifecycle – from candidate management, payroll provision to leaver actions.
* Ensure all workflows are carried out to a high quality and with timely delivery.
* Monitor and evaluate the performance of the team with a view to identifying ways of improving performance levels.
* Oversee the development of standard operating procedures and service standards.
* Ensure the team delivers on all aspects of HR administration (payroll input, contract administration, occupational health administration, maternity administration, first line queries etc.)
* Ensure the optimal use of HR IT systems such as Resource Link, Stonefish and other bespoke systems.
* Ensure effective and supportive working relationships with Schools, Departments and external stakeholders in the delivery of the HR Operations Team.

**HR Management Team*** As part of the HR management team, support the Director to manage, develop, support and implement key strategies, targets, objectives, policies and initiatives as required.
* Ensure priorities and initiatives are closely aligned with the University’s strategic direction.
* Develop, train and coach HR team members where needed.
* Act as a role model within the HR department, and wider organisation, displaying appropriate leadership behaviours.
* Work tirelessly at developing strong professional relationships with managers, staff and external parties.

**Self*** Maintain a commitment to equality, diversity and inclusion by actively promoting this in all aspects of work.
* Create a strong presence within the organisation and have the ability to maintain this under pressure.
* Skilled influencer, able to develop trust with others and constructively challenge where needed.
* Lead by example to inspire improvement in others, achieving results through communication, collaboration and motivation.
* Ensure own continuing professional development, keeping up to date on UK and EU employment law, case law, benchmarking and best practice within human resources management.
* Ensure the confidentiality of records and the security of resources for which the role is accountable.
* Represent the Director of HR & OD inside and outside of the University when required.

It is essential to the development of the human resources function that the role holder is able to respond flexibly and positively to changes in the requirements of the post. In addition to the above areas of responsibility, the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.  |
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**Person Specification**

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| **Criteria** | **Essential**  | **Desirable** |
| **Qualifications and/or membership of professional bodies** | * Educated to degree level
* Member of the Chartered Institute of Personnel and Development (CIPD)
* Evidence of continuous professional development
 | * Masters in HRM
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| **Knowledge and experience** | * Demonstrable record of effective HRM at a management level within a complex, unionised environment
* Strong line/team management experience
* Experience of developing HR partnering practice
* Excellent knowledge of current employment law
* Demonstrable record of delivering good employee relations in accordance with policies and guidelines
* Experience of managing HR projects
 | * Multi-discipline experience within an HR function
* Experience of more than one sector
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| **Specific skills to the job** | 1. Exceptional communication, presentation and written skills
2. Confidence in dealing with senior members of staff, using strong influencing skills
3. Ability to establish effective working relationships with colleagues, managers, employees and their representatives
4. Ability to understand, manipulate, analyse and present data
5. Ability to coach and develop team members and managers
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| **General skills** | * Ability to use experience to arrive at creative solutions with managers in order to solve problems
* Ability to reach decisions on people issues objectively, consistently and fairly, with strong judgement skills
* Ability to work collaboratively to achieve common goals
* Ability to evaluate a situation quickly and accurately
* Ability to plan and organise own workload effectively and get things done
* Ability to apply experience to new or unfamiliar challenges
* Ability to handle emotionally charged situations with a high level of tact, diplomacy and sensitivity and advocacy.
* Positive “can-do” attitude, proactive, driven, high energy and ambitious
* Leadership qualities
 | * Experience of mediation
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| **Disclosure and Barring Scheme** | This post does not require a DBS check |
| **Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.**Desirable Criteria** are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.  |