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| **Assistant Director – HR Operations**  |
| **Job Title:** | Assistant Director – HR Operations  |
| **Reference No:** |  |
| **Reports to:** | Director of Human Resources |
| **Responsible For:** | Payroll and Pensions, Occupational Health, HR Admin, Employee Relations, HR Systems & Analytics  |
| **Grade:** | Senior Manager (£71,871 - £83,349) |
| **Working Hours:** | Professional Contract (37 hours per week for nominal purposes) |
| **Faculty/Service:** | Human Resources |
| **Location:** | Edinburgh Building, City Campus |
| **Main Purpose of Role:** | Provide visible, strategic leadership, and professional expertise to the University’s HR Operations service - covering employee relations, occupational health, payroll & pensions, HR administration, and HR systems & analytics. Define and deliver service objectives, aligned to the People Plan, to optimise the capacity, capability, and engagement of the workforce. Embed measurable performance standards to demonstrate impact and continuous improvement.Deputise for the Director of Human Resources as required and in accordance with the leadership portfolio outlined below. |
| **Key Responsibilities****and Accountabilities:** | As a member of the HR Senior Leadership Team (HRSLT) Support the Director of Human Resources in the development and delivery of a cohesive, value-adding, and progressive HR function, which is appropriately structured, with the right skills and expertise to drive forward the People Plan deliverables.Provide constructive and robust challenge of the status quo, to drive service transformation – with a focus on optimising capacity, capability, and engagement of the workforce. Lead a review of the full suite of HR policies and procedures, ensuring an emphasis on early intervention (and prevention) for case work matters, using a lean methodology approach. Lead the ongoing review, maintenance and implementation of HR policies and procedures, ensuring they are modern and agile, simple to understand, fair and equitable; and that the University’s vision and values are meaningfully integrated, communicated and embedded throughout.Ensure the provision of simplified guidance documents and process maps to support the effective implementation of policies and procedures where required.Proactively adapt to changes in employment legislation, market forces and stakeholder requirements, providing recommendations and updating HR practices/policies/procedures when required. Ensure compliance with Office for Students (OfS) requirements and other legislated regulatory reporting. In collaboration with the Assistant Director of Organisational Development (ADOD), lead the design and delivery of a suite of management development modules, ensuring an emphasis on early intervention (and prevention) for case work matters including, but not limited to: * Setting performance and behaviour standards and expectations
* Management of sickness absence – short and long term
* Management of disciplinary cases – up to and including gross misconduct
* Management of grievance investigations and outcomes (including cases of sexual misconduct, discrimination, and whistleblowing)

Embed systems and processes to measure demand on the HR Operations service, ensuring an approach which monitors the quality and timeliness of output and outcomes, which is routinely reviewed. Deliver workforce efficiencies through continuous monitoring and evaluation of HR systems and processes, and through engagement and participation with internal audit processes.Use HR management information and analytics to identify trends, and work in collaboration with HRSLT and other key stakeholders to proactively address areas for improvement.Lead the design and implementation of simple, user friendly, service level agreements - to embed quality standards and manage stakeholder expectations – e.g. in relation to the timeline and outcomes for casework management and general query response times. Embed a learning culture through regular case study reviews with key stakeholders, to include handling of casework matters up to and including dismissal, employment tribunal outcomes, and management of change. Establish strong and effective relationships with trade union representatives to ensure early intervention and resolution of individual case work, and effective consultation / negotiation of collective matters. Embed effective informal communication channels to deal with routine matters and ensure regular attendance at ASNP and JCC. Continually benchmark and review the reward and benefits package for all staff groups, to ensure the University remains competitive. Work in collaboration with HRSLT to create a compelling employee value proposition which elevates the University as an employer of choice.Work in partnership with internal and external stakeholders to propose, co-create and implement HR initiatives that support the strategic direction of the University, leading on key projects as required. Demonstrate leadership excellence and act as a coach and/or mentor for HR colleagues, ensuring they are fully supported to enhance their individual learning and development and therefore contribution to the University.Encourage great teamwork and relationship building within the HR team and facilitate development, networking and team building events where appropriate.Act as a credible ambassador for the University, building external relationships and networks, and utilising these to ensure a forward-thinking approach in terms of policy development and best practice. |
| **Special Circumstances:** |  |

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| Part 2A: Essential and Desirable Criteria |
|  | ***Essential*** **Qualifications and Professional Memberships:** |
| Chartered or Fellow Member of the CIPD with a Level 7 qualification in Human Resources  |
| Knowledge and Experience: |
| Significant senior HR experience gained within medium to large, complex organisation.Demonstrable experience of planning and managing operational and strategic change projects, achieving successful outcomes. Credible leader, with experience of building, leading, and developing high-performance HR teams.Strong technical background, managing complex and multi stranded employee relations matters - navigating risk weighted successful outcomes.In-depth knowledge and experience of core areas of people management, including generalist HR, change management, engagement, and reward. Ability to network effectively internally and externally, building and maintaining strong stakeholder relationships.Adept in providing best practice HR advice, guidance, and training. In depth working knowledge of employment legislationAbility to engage, persuade and influence others to achieve successful outcomes.Good understanding of HR trends, contextual issues, challenges, and opportunities in the HE sector. Recent evidence of commitment to continuous professional and personal development, applying it to improve performance in current role.  |
| ***Desirable*** ***Qualifications and Professional Memberships:*** |
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| **Knowledge and Experience:** |
| Experience of working within the Higher Education sector |
| Part 2B: Key Competencies |
| **Competencies are assessed at the interview/selection testing stage** |

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|  **Generic Competencies:**  **Corporate Commitment:**  Demonstrates a visible commitment to the University’s vision, values and People Plan deliverables.  |
| **Working Collaboratively:**  Engages constructively with internal and external stakeholders to build and maintain effective working relationships  Demonstrates excellent influencing and interpersonal skills with and ability to engage effectively and positively across a range of stakeholders  Demonstrates excellent oral and written communication skills   |
| **Solution Focused:**  Develops positive, creative, and innovative approaches to challenges and emerging issues  Displays a strong commitment to continuous improvement; looks for ways to continuously improve performance  |
| **Accountability and resilience:**  Takes ownership and displays resolve to be accountable for delivering against objectives  Ability to undertake multiple tasks and meet deadlines in a professional manner  Ability to cope with a high workload, conflicting priorities and competing deadlines  |
| **Personal Integrity:**  Demonstrates honesty, loyalty and integrity  |
| **Confidence:**  Displays self-confidence, demonstrating a ‘can do’ approach   Inspires confidence in others  |
| **Decision Making:**  Ability to analyse and use information to support decision making   Ability to weigh up pros and cons to various options  |

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| **Date Completed:** | November 2023 |