

**Job Description**

**Job Title:** Service Manager – Human Resources & Workforce Transformation

**Salary Grade:** Grade 11

**SCP:** 48 - 52

**Job Family:** Organisational Support

**Job Profile:** OS 6

**Directorate:** Corporate and Commercial

**Job Ref No:**

**Work Environment:** Office

**Reports to:** Director of Corporate and Commerical

**Number of Reports:**

**Purpose:**

To lead on the delivery of the Human Resource function and workforce transformation with professionalism, confidence and skills.

**Key Responsibilities:**

1. To lead develop and manage the HR function for Together for Children in relation to recruitment, advice, workforce and organisational development, and all HR processes, policies and procedures, employment law and employee relations and ensuring legal compliance.
2. To lead on the development of a Workforce Development strategy for Together for Children with high employee satisfaction ensuring HR practices are employee orientated and contribute to a high performance culture. This includes identifying and delivering appropriate solutions and models.
3. To lead and deliver a learning and development offer, ensuing provision of a full induction programme, a progression route for employees and training programme linked to achievement of strategic priorities.
4. To lead on the development of a Talent Acquisition strategy for Together for Children with high employee satisfaction and retention, ensuring there are effective processes in place for the recruitment of staff at all levels including temporary and permanent positions.
5. To lead the team in managing absence, grievances, disciplinaries etc across the organisation, in both an informal and formal capacity, advising line managers on appropriate actions. Utilising third party expertise when necessary and acting appropriately upon advice.  This includes overseeing complex employee relation issues and managing difficult cases with professionalism.
6. To manage and control the HR budget, ensuring that resources are deployed as appropriate and reporting on current and future staffing costs.
7. To develop and continuously improve HR processes, including updating literature, HR procedures and associated documentation in order to provide an accurate and efficient HR service and enforce organisational values. This includes championing change where necessary in order to achieve organismal goals.
8. To ensure an effective HR records management is established and maintained.
9. To ensure that the HR function provides effective guidance and support for Managers to ensure HR processes are followed throughout the business.
10. To lead on the provision of company wide HR OD reports into the TfC Board and SLT. Interpreting and analysing all people data and providing reports and appropriate solutions e.g. recruitment, absence, turnover, sickness etc,
11. To champion a performance culture and continuously review HR targets, identifying areas for improvement.
12. To provide challenge to SLT and the Board and champion change initiatives as appropriate.
13. To provide entrepreneurial approach to traded services and seek to increase and maximise income for the company, marketing services as appropriate.
14. To maintain regular communications within the Senior Leadership Team to ensure that the team understand the Company's HR policies and Company values and culture.
15. To manage the HR SLA with the council and highlight any issues.
16. To represent HR/OD services at Regional groups and events.
17. To be the Company lead for Health and Safety and maintain the Health and Safety SLA with the council.
18. Any other duties as required.

**Management Responsibilities**

1. The role is responsible for the line management of the HR Advice, Learning and Development, Organisational development Workforce and Recruitment and talent acquisition. .

**Additional Information/Other Requirements**

1. Other duties and responsibilities allocated which are appropriate to the grade of this post.
2. The post will be based within Together for Children’s Transformation and Business Directorate.
3. The post holder will be required on occasion to travel within the City as required to undertake the role.
4. The post will report to the Service Manager for Business.

**Person Specification**

**Job Title:** Service Manager – Human Resources & Workforce Transformation

**Role Profile reference:**  OS6

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| **Essential Requirements** | |
| **Qualifications:**   * Minimum Degree Level (Essential) * CIPD qualified with 2 years post qualifying experience (Essential) * Management Qualification (Desirable) | Application Form/Interview |
| **Experience of:**  **Management**   * 2 years of more experience of leading and motivating a Human Resource Service on behalf of a large organisation. (Essential) * Working a senior level within a large organisation to deliver high quality services – ideally within a Children’s Services or Social Care environment (Essential) * Delivering objectives and managing resources within a defined budget (Essential) * Experience of leading on workforce development and recruitment (Essential) * Experience of leading teams (Essential) * Experience of offering HR advice and attending tribunals (essential) | Application Form / Interview |
| **Knowledge and understanding of :**:   * Knowledge of Human Resource policies and procedures * Knowledge of Children’s Services * Excellent communication skills with proven experience in the delivery of presentations and production of clear and concise reports for senior management. * Ability to communicate with a wide range of partners * Excellent negotiation and influencing skills * High level analytical skills with the ability to proactively solve * problems and seek solutions to complex situations * Ability to think and plan strategically and make decisions in line with plans, policies and procedures * To be resourceful in the face of challenges. * Strong partnership skills * Ability to build effective teams and relationships and achieve results | Application Form / Interview |
| **Ability to:**   * Ability to meet the travel requirements of the post * The ability to work outside of normal working hours to meet the needs of the service. * IT Skills - Able to effectively use a PC to prepare documents, record information or input data. * an ability to work effectively despite changes in colleagues, settings and environment as well as changing working hours and working weekends * Able to delight customers, deliver high quality tailored services to meet needs and exceed expectations * Seeks and considers the views of others in setting and deciding plans, activities and progress. * Works at a fast pace, copes well with higher levels of workload. * Listens to others to assess requirements in order to respond appropriately and efficiently * the ability to be creative in working through problems and making decisions. * An ability to manage budgets | Application Form / Interview |
| Commitment to Equal opportunities | Interview |

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**Date**: August 2019