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**Strategy Directorate**

**Deputy Operational Director of HR**

**Job Description and Person Specification**

**Review date: July 2022**

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| **J o b D e s c r i p t i o n** |
| **Job Title:** | Deputy Operational Director, HR  |
| **Department:** | Strategy Directorate |
| **Function:** | Human Resources |
| **Team:** | Human Resources |
| **Post number:** | TBC |
| **Grade:** | 22 |
| **Hours/weeks:***E.g., 36 hours/52.14 weeks* | 36  |
| **Base location:** | Lynton House – this is a hybrid working role and is a combination of home and office based working. |
| **Reports to:***Job title* | Operational Director, HR  |
| **Responsible for:***Job titles of direct reports* | HR Business Partner and business consultant team, HR Policies, recruitment. Deputy to Operational Director, HR. |
| **Role purpose and role dimensions:***Overview of the job* | This role is responsible for developing and delivering the strategic and operational people elements of the corporate plan and the HR strategy to ensure we have a motivated, inspired and fully developed workforce, (circa 2,400 employees, excluding agency) to enable our people to deliver to the best of their ability for the benefit of the residents of Redbridge. It requires building high quality relationships with the senior leadership team, senior managers, employees, politicians, Trade Unions, and the Staff Networks. Collaborating, listening, and responding to their needs to ensure we deliver high quality innovative interventions and products across the HR remit, whilst role modelling the Council’s values of Collaboration, Honesty, Excellence and Fairness.Our culture is one of distributed leadership, allowing our employees who are closest to our residents to make decisions, operating a high trust and adult to adult environment. HR works with our employees to develop the right products and interventions to enable them to take control of their careers, develop grow and fly.To Deputise for the Operations Director of HR, Pensions and Payroll when out of office. Including the line management of pensions and payroll teams. |
| **Key external contacts:***Organisations* | The post has key contacts to our OH provider, external lawyers, recruitment provider, pensions provider and other London Borough Councils. |
| **Key internal contacts:***Job titles or groups of staff* | Senior Leadership Team – Corporate Directors for Strategy, Resources, People, Regeneration and Culture, Communities.Operational Directors, Communications, BI team, legal team, IT and Community hubsHR data analyst Local Trade Unions Staff Networks  |
| **Financial dimensions:***Budgetary responsibility & amount.**Equipment, cash, property etc. for which employee is responsible.* | The post holder will deputise for the Operational Director HR, working with individual budget managers and support the effective strategic financial management of the HR, and Recruitment and HR Capital budgets. The postholder will drive forward the development of systems and processes to ensure effective financial reporting, forecasting, and monitoring. |
| **Key areas for decision making:** | To support the Operational Director, HR Pensions and Payroll, in the achievement of the Council’s priorities. To advise on HR related issues and ensure that all interventions are designed to support the delivery of the Council’s priorities to the best possible outcomes for our residents. |
| **Other considerations:***E.g., working patterns*  | To take on any additional duties commensurate with the grade of the post. |

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| **Key accountabilities and result areas:** | **Key elements:** |
| **Strategic Leadership** | **This will involve:*** Development and delivery of the HR agenda in collaboration with key stakeholders across the Council.
* Leadership of the HR Operations team to ensure they are developed, motivated, inspired, nurtured and can be their very best.
* Contribute to the wider Strategy agenda across the Council.
* Working in partnership with the Trade Unions, meeting regularly, sharing information, and developing the HR agenda together.
* Undertake all activities in compliance with the GDPR, Health and Safety and Equalities and other legislation.
* Work with relevant stakeholders to ensure an efficient, effective, and customer-centric approach to dealing with customer feedback and enquiries across the Council, using and sharing intelligence and insight to improve ‘customer experience’. This includes the prevention and detection of fraudulent claims.
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| **Build strong successful internal and external relationships** | **This will involve:*** Building strong collaborative relationships with Directors, senior managers, of the Local Council, Trade Unions, Staff Networks, and employees to continually develop the HR offer.
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| **Responsible for the development of and management of HR, Recruitment, and business development** | **This will involve:*** Delivery of the business partner model across the Directorates and ensure strong relationships are developed and proactive solutions delivered
* Managing the development and delivery of an efficient and legally robust operations function, including the proactive management of employee relations casework
* Managing the development and delivery of an efficient and legally robust recruitment service, ensuring equality data is captured, KPI’s achieved and customer expectations pro-actively managed
* Working with the BI team and specifically our HR data analyst, to collect, analyse, and share data across the HR team and wider Council to enable us to make evidence-based decisions.
* Working the with Head of Business development to ensure our contracts are legally robust and regularly reviewed.
* To ensure that all data processed through HR Operations, including pay, contracts, and pensions, is dealt with in line with Data Protection, Pensions Regulator protocols and the Council’s Information Governance Policies.
* Support the strategic planning of the Pensions Administration Service.
* Working with the Pensions manager, to drive and embed new ways of working to increase productivity through robust monitoring systems and procedures.
* To oversee the quality assurance processes for the Pensions service, ensuring processes and procedures are followed in line with audit requirements and LGPS Regulations.
* Ensure HR operational and HR systems colleagues work collaboratively to contribute to the strategic development of HR services across the organisation, including identification and provision of services.
* Deliver an effective operational HR service to ensure we maximise value for money and deliver on budget.
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| **Delivery of the Equality, Diversity, and Inclusion Agenda** | **This will involve:*** Delivery of the Equality, Diversity, and Inclusion action plan, working collaboratively across the Council.
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| **Delivery of relevant and timely, Leadership and Management training interventions to build leadership and management capability** | **This will involve:*** Working with Corporate Directors and HR colleagues to develop and deliver learning and development interventions to allow our managers and employees to develop to be their very best.
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| **General accountabilities and responsibilities** |
| **Green Statement** | **This will involve:*** Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council’s commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling, and waste reduction) in your job.
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| **Data Protection/Confidentiality** | **This will involve:*** Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.
* Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures.
* Maintaining client records and archive systems in accordance with departmental procedure, policy, and statutory requirements.
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| **Conduct and Whistleblowing**  | **This will involve:*** Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty, and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
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| **Safer Working** | **This will involve:*** Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
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| **Equalities** | **This will involve:*** Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with, and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
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| **Customer Care** | **This will involve:*** Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
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| **Health and Safety** | **This will involve:*** Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
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| **To contribute as an effective and collaborative member of the team** | **This will involve:*** Taking responsibility for continuing self-development and participating in training and development activities.
* Participating in the ongoing development, implementation and monitoring of the service plans.
* Supporting and contributing to value for money, service efficiencies and improvements.
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| **Flexibility** | **This will involve:*** The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and competence.
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| **P e r s o n S p e c i f i c a t i o n** |
| **Job Title:** | Deputy Operational Director, HR |
|  | *Method of candidate assessment: A = Application form I = Interview T = Test.*  | A - I – T |
| **Minimum education/ qualifications:** | * Educated to (Masters) Degree level or equivalent level of work experience at a senior level relevant to the role.
* Chartered M/FCIPD Member and having significant senior leadership experience of delivering HR/OD services in a large, diverse, unionised, organisation. Public sector experience desirable.
* Evidence of participation in continuing professional development and of developing strong networks to bring innovative and creative ideas for the benefit of the Council.
 | AA / IA |
| **Minimum experience/ knowledge/ skills:** | * Substantial experience of working at a senior level in HR in a large and complex organisation.
* Substantial experience of developing high quality, trusting relationships with a range of senior stakeholders
 | A / IA / I |
| **Minimum behaviours:**Customer service | * Substantial experience of delivering high quality and innovative HR & OD strategies and plans in a large and complex organisation.
* Understanding of the Equalities, Diversity, and Inclusion agenda and able to turn this into positive delivery outcomes.
 | A / II |
| Communicating and influencing others | * An inclusive, engaging, and highly values-based leadership style with an emphasis on building high performing teams.
* Substantial experience of developing high quality, trusting relationships with a range of senior stakeholders.
 | II |
| Working together | * An inclusive engaging, and highly values-based leadership style with an emphasis on building high performing teams.
 | I |
| Analysis and judgement | * Strong analytical and problem-solving skills – including the ability to be able to draw clear recommendations from complex information
 | A / I |
| Driving improvement | * Experience of delivering organisation change in a collaborative and inclusive way.
 | A / I |
| Adaptability | * Highly organised, able to prioritise and handle change, and to lead a team to work calmly and effectively under pressure to meet deadlines.
 | I |
| Leadership and managing people *(for those with line management responsibility)* | * Models the Councils values of Collaboration, Honesty, Excellence and Fairness.
 | I |
| Strategic perspective *(for senior management posts)* | * Experience in delivering high quality and innovative HR strategies and plans in a large and complex organisation.
 | A / I |
| **Special conditions:** | * Sound financial management experience to support management of HR budgets.
 | I |
| **Signature of Employee:** | **Name:** | **Date:** |