



Job description	
Job title	Shared Operational Human Resources Service Manager
Grade	PMG3 / SCP 358-361
Directorate	Resources
Section/team	Human Resources
Accountable to	Head of Workforce
Responsible for	Recruitment, HR Casework, HR and Payroll Services. Circa 35 employees, 4 direct reports.
Date reviewed	24 May 2024

Purpose of the Job

We are seeking a highly skilled and experienced Senior HR Operations Manager. Bringing specialist expertise, in this role you will be responsible for managing activities such as job evaluation, recruitment, HR casework, HR systems and payroll. Success in this role requires delivering these services innovatively, efficiently and effectively with a strong performance and customer service ethos. This role is central to ensuring that the organisation provides its people with a positive experience across the employee lifecycle. This team deals with high volumes of queries from line managers and supports all functions within the council and within organisations we have service level agreements (SLAs) with to provide HR services.

To be successful in this role you will need knowledge and experience in payroll and HR services, job evaluation, HR Casework and advice and recruitment. You will be an emotionally intelligent and engaging leader, able to build strong relationships and credibility at all levels, leading others to deliver exceptional services. You will lead the provision of a high quality and responsive HR Service, co-ordinating the workflow and ensuring that the operations team is actively engaged in the continuous improvement of all HR Operations. You will have accountability for delivery of these areas, but with this comes the autonomy to shape these services now and in the future.

You will also be part of the Human Resources senior leadership team and will play a central role in the leadership, development, and encouraging inclusivity and promotion of the wider HR function.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.



You will lead delivery of the Councils recruitment and onboarding, job evaluation, HR freedom of information and subject access requests processes, HR services, payroll, HR casework and advice and HR Investigations services. You will also be accountable for effective use of HR systems, including Oracle HCM.

Team Leadership & Management –

- Provide strong and engaging leadership to the team, ensuring delivery of an excellent and accurate HR operations service to customers, ensuring service standards and customer needs are met.
- Creating and embedding a culture of customer service and continuous improvement and professional development within the HR Operations team.
- Coaching team members, identifying and addressing capability gaps.
- Ensuring that direct reports lead their teams effectively, managing workflows and planning future work to ensure proactive, accurate, high quality and timely provision of services to customers.
- Monitor performance levels within teams against key performance indicators and service level agreements, identify ways to improve performance levels, identifying best practice, celebrating strong performance and addressing under performance.
- Facilitate the development of standard operating procedures and service standards in line with our operating model, ensuring that these are monitored to ensure the high quality and consistent delivery of HR services.
- Ensure consistency of advice and service delivery.
- Ensure that issues and problems arising with service delivery are addressed promptly and effectively and learnt from.
- Ensure compliance with legislative requirements including GDPR, audit and employment law.
- Introduction of new service offers where required, such as a HR Investigations Service.
- Continuously review the team and lead improvements to ways of working and the model as required.
- Identify opportunities to maximise the benefits of systems in place and ensure employees have the skills required to deliver these benefits.
- Working with the employee experience team to ensure that equality, diversity, and inclusion is promoted and embedded within all aspects of HR operations.

Stakeholder Management

- Provide advice, guidance and support to the team and stakeholders at all levels within the organisation in the most novel and complex cases.
- Ensure that customers are provided with performance updates and are kept up to date regarding any events impacting service levels.
- Seek stakeholder feedback on service provision and use this to improve services.
- Resolve any complaints or concerns escalated to you due to non-resolution by the team.



- Develop and implement customer focused communication strategies which are tailored to the needs of the audience.
- Ensure managers have the tools and skills to be able to use the system effectively.
- Oversight of reporting from the system, ensuring leaders and other services have access to the information they need to support decision making, working with HR Business Partners, IT and our Oracle Team.
- Ownership of strategic goals and corporate messages.

Corporate Responsibilities

- As part of the HR Senior Leadership team, provide inclusive, visible and engaging leadership of the wider HR team and beyond.
- Contributing to continuously improving the employee lifecycle and elements of the employee value proposition, making sure that our offer is positive, engaging and communicated effectively.
- Identify areas where work joins up with the work of other parts of HR and the rest of the organisation, collaborating to improve outcomes and ensure activity is joined up to avoid duplication and support collective goals.
- Promote openness, transparency and effective learning exchanges and cross functional working.
- Drafting and presenting reports providing updates or outlining proposals for change and new initiatives.
- Inputting to strategic people projects, ensuring alignment of own teams activity.
- Where required, lead change projects on behalf of the HR function, embedding change within the wider organisation.

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.



- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.
- As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.