

Assistant Director – Employee Data & Business Services

Grade range:	Spinal point 44 – 50 (Academic)
Reporting to:	Chief People Officer
Accountable to:	Chief People Officer
Location:	Cross College
Hours:	36 hours per week, 52 weeks per year
Responsible for:	Employee Data & Business Services Team

Purpose of the Job

To work in partnership with key stakeholders, Senior Leadership Team, and HR colleagues to deliver plans and solutions in line with the needs and priorities of HRUC.

Operating as the departmental Employee Business Services expert to support the Chief People Officer (CPO) in delivering effective, people-focused services that enable the College Group to achieve its mission and strategic priorities. Responsible for leading and managing the delivery of operational services to ensure the efficient, effective and high-quality transactional activity across the employee lifecycle.

Reporting to the Chief People Officer the role is responsible for establishing an efficient platform for transactional services through end-to-end processes, which can accommodate further integration of internal processes, to reduce cost, whilst delivering exceptional services.

The Assistant Director – Employee Business Services will lead in driving performance across the function and delivery against all agreed KPIs/metrics. The postholder will deliver the transactional activities across the employee life cycle including payroll, and advice to employees; and will be responsible for ensuring HR policies are up to date and benchmarked against external best practice.

The role will work with the CPO and lead on developing a truly inclusive and dynamic working culture.

Key duties and Responsibilities

Operational Responsibilities and Compliance

1. Takes responsibility for creating a culture of accountability and engenders this approach in others.
2. To support the Chief People Officer in delivering the people agenda for HRUC and ensuring that HR best practice is operating across HRUC.
3. Produce high quality reports across relevant HR matters, including the presentation of regular written reports to Senior Leadership Team and Governors as required.
4. Proactively identify, develop and implement improvements to systems and procedures to enhance service delivery.
5. Remain abreast of relevant legislation and best practice across people matters. This includes regular benchmarking exercises and creating a strong external HR network.
6. Be involved in ad hoc project work and cross-college collaborative groups, to support the delivery of the people agenda.
7. Analysing and reporting HR information to support with benchmarking and the development of HR strategies and solutions; using data to deliver meaningful insights across your remit, ensuring these are aligned with statutory obligations and business reporting.
8. Responsible for putting in place high quality, easy to engage administrative processes, compliance, systems, policies, and procedures related to employee experience.
9. Design, develop and deliver an improved employee lifecycle and the effectiveness of human resources processes.
10. Work with the Chief People Officer to engage staff in embedding and developing the Group's culture, positioning us as a college of choice.

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Employee Business Services

11. Responsible for the effective delivery of the HR transactional services to ensure that administration across the full employee cycle including pay.
12. Responsible for ensuring accurate and up to date HR data is produced for report and that analysis of data is completed against internal and external information; highlighting trends and making recommendations on performance improvement.
13. To collaborate with the Chief People Officer to take a strategic approach on engaging with staff to explore how we work together to embed and develop the Groups culture and to position us as a college of choice.
14. Work with the Head of Talent and Acquisition to provide an outstanding candidate experience.
15. Take ownership of the continuous improvement of HR processes, policies, and procedure; ensuring processes are correctly mapped out, documented and implemented.
16. Conduct horizon scanning and research with internal and external stakeholders so as to lead on the development of innovative people policies and procedures in line with the needs of HRUC's strategic direction.
17. Work closely with Heads of Service and Senior Leadership Team to ensure that all managers are fully aware of the routes for HR advice, ensuring a seamless People Service to schools across the College Group.
18. Oversee the provision of prompt and effective HR information and reports.
19. Take responsibility for the management of complex employee relations cases where appropriate.
20. Collaborate with the Chief People Officer, and the Assistant Director – Employee Services to implement a job evaluation scheme.
21. Work closely with the Chief People Officer and the People Directorate Team to focus on continuous improvement of the People Operations to support the delivery of HRUC's people priorities.
22. Oversee the People data team and the development of a HRUC People Data strategy.
23. Ensure equality, diversity and inclusion is embedded throughout the employee operations lifecycle.

Other responsibilities

24. Safeguarding and promoting the welfare of children, young people, and adults at risk.
25. Show a commitment to diversity, equal opportunities and anti-discriminatory practices
26. Ensure college policy and procedures are fully adhered to
27. Champion positive mental health and support the health and wellbeing of staff and learners.
28. Adhere to College policies and procedures, ensuring confidentiality and data protection compliance.
29. Participate in relevant training and development as required.
30. Performing any other duties as directed by the Chief People Officer.

Generic Responsibilities

31. Stay updated on best practices in organisational development and incorporate them into HRUC's strategies; and maintain continuous professional development (CPD).
32. Carry out all other duties as may be reasonably required and contribute to larger HRUC-wide projects to support the achievement of strategic aims.
33. Participate in Open Evenings, Parent/Student Consultation Evenings and other College events as required.

Further Education is an ever-changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.

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Person Specification

	Essential	Desirable	How assessed?*
Values			
Ability to demonstrate, understanding and apply our values.			AF, IV
Qualifications and Experience			
Degree level or other relevant equivalent qualification	✓		AF, Cert
Chartered member of the CIPD (MCIPD)	✓		AF, Cert
Management qualification		✓	AF, Cert
Experience			
Proven track record of operational and strategic management	✓		AF, IV
Experience handling TUPE situations with legal implications	✓		AF, IV
Familiar with best practice redundancy processes and experienced in coaching managers through this and leading where necessary	✓	✓	AF, IV
Experience of working with Trade Unions	✓		AF, IV
Experience of HR in an Education setting		✓	AF, IV
Ability to work under pressure and meet deadlines	✓		IV
Knowledge, Skills and Abilities			
Ability to analyse complex information and recommend solutions	✓		AF, IV
Excellent written and oral communication skills and the ability to effectively communicate complex ideas and information to a range of audiences and stakeholders	✓		AF, IV, T
Skilled analytical thinker with the ability to critically assess requirements and select 'best fit' approach to meeting HRUC's HR needs.	✓		AF, IV
Extensive knowledge and understanding of employment law and HR best practice.	✓		AF, IV, T
Strong ability to build effective working relationships with internal and external stakeholders to ensure that the right outcomes are achieved.	✓		AF, IV
Personal Attributes			
Ability to work under pressure and meet deadlines			IV
An understanding of, and commitment to, Equal Opportunities in practice	✓		IV
Enthusiasm and commitment to raising standards of attainment of all College students	✓		IV
Advocacy skills to promote high professional standards across the College	✓		IV
Role Specific Knowledge, Skills and Abilities			
Experience of embedding HR transformation into business as usual	✓		AF, IV
Experience of providing advice at a senior level on any aspect of the operations / HR business service function with credulity, and resilience.	✓		AF, IV
Ability to work under pressure and meet deadlines	✓		AF, IV
Good literacy and numeracy skills	✓		AF, T

*Evidence of criteria will be established from:

AF = Application Form IV = Interview Cert = Certificates checked at interview stage and induction
 T = Literacy / Numeracy Test at selection process