



Job Description: Head of HR Improvement (1yr FTC)
Function: People Operations
Reporting to: Chief People Officer
Responsible for: N/A
Scale: APT&C
Salary: Circa £65,000 including London weighting
Base: Based at Waterloo, with travel to North Kensington and Chelsea required, some home working available on ad hoc basis
Hours of work: 36 hours per week

ROLE PURPOSE

This role will deputise for the Chief People Officer as appropriate, and, whilst not directly managing any staff, will provide coaching and direction across the HR parts of the People Operations Team to improve HR understanding, skills and compliance.

- A. To drive improvement in all aspects of Human Resource Management, leading on employee relations matters, particularly building a compliant, timely and effective approach to resolving disciplinary, capability and grievance related matters.
- B. Act as team coach on employee relations and change management, building skills and confidence within all HR team members on resolving disputes and conflicts and following HR policies and processes.
- C. To provide professional advice, guidance and support to HR colleagues on high level or complex, people management, change and development matters

MAIN ACCOUNTABILITIES

People Operations

1. Working to the Chief People Officer, review and refresh all HR operational practice, ensuring processes are documented, efficient, legally compliant, and aligned with best practice.
2. Coach HR team to embed process and procedures, building skills, confidence and understanding of the legal and good practice requirements and embedding a systematic approach to delivering human resource

management.

3. To review and update / refresh all HR aspects of the employee lifecycle, ensuring that all processes, procedures, tools and templates are up to date, effective and fit for purpose.

Employee Relations

4. Oversee the management of all employee relations (ER) casework, ensuring a fair and consistent approach, leading on complex cases and providing guidance and support to the team on other cases, as needed
5. Implement a robust case management approach, chairing update meetings and ensuring progress on cases is appropriate, timely and monitored
6. Lead a regular “lessons learned” evaluative process and feedback learning to the wider HR team

Data Integrity

7. Work with the team to ensure that comprehensive, accurate and up to date personnel data is collected, recorded and maintained in line with GDPR requirements

Mentoring

8. Act as a mentor to the Business Partners, supporting them in driving up performance in their teams and freeing up their time to act as strategic business partners
9. Develop the skills and capability of the People Operations team, building a customer service and performance culture, strengthening compliance and building capacity for dealing with complex and sensitive employee relations matters.
10. Develop and maintain HR related policies, providing updates as appropriate and building team confidence in their implementation

Transformation and Improvement

11. To support the delivery of the College’s transformation projects, restructures and people change initiatives ensuring the rigour and consistency of the initial business case and change management implementation process as appropriate
12. Drive continuous improvement in HR/People practices and processes, leveraging technology and innovation to enhance efficiency and impact

Metrics

13. To work with the team to develop and publish useful performance metrics related to HR processes and activity for each patch on a monthly basis
14. Working with the Business Partners and their teams, analyse workforce trends and data to anticipate future HR / People needs and develop proactive strategies to address them.

Organisational Culture and Change Management

15. Lead, and as appropriate, support organisational change initiatives, ensuring effective planning, communication and engagement throughout the process.

The lists above are not intended to be exhaustive and the post holder will be required to undertake any duties commensurate with the role of POBP.

GENERAL COLLEGE RESPONSIBILITIES

General College Responsibilities

All College employees, irrespective of their role and level of seniority in the

College are expected to be familiar with and adhere to these responsibilities:

- We put respect and kindness first, valuing our differences, richness of experience and the contribution we all make. We take time to get to know each other and are inclusive
- We understand and promote with staff and students the importance of safeguarding the welfare of children and vulnerable adults that they are responsible for or come into contact with
- We ensure we comply with the requirements of health and safety regulations to ensure our own wellbeing and that of our colleagues
- We promote and comply with all Morley College London policies and procedures, ensuring that our service delivery and treatment of others is fair and inclusive
- We ensure confidentiality at all times, only releasing confidential information obtained during the course of our employment to those acting in an official capacity and in accordance with the provisions of data protection legislation
- We promote equality, diversity and inclusion principles at all times, ensuring that the College's anti-racism and EDI statements are seen in our every-day activities and behaviours
- We are consistently professional in our behaviours, ensuring that integrity is at the heart of delivering our role and demonstrably following the Morley values, putting students at the heart of all we do
- We work to maintain and build the Morley culture of learning, collaboration, creativity and growth
- We adopt a positive, "can do" and solution focused approach, supporting our students and customers and maintaining Morley's reputation for excellence in learning, inclusivity and
- We are personally committed to Continuous Professional Development, working towards annual individual learning goals and keeping up to date on developments within our professional field

Safeguarding children and vulnerable adults:

- To promote with staff and students the importance of safeguarding and ensure the welfare of children and vulnerable adults they are responsible for and come into contact with

The lists above are not intended to be exhaustive and the post holder will be required to undertake any duties commensurate with the role

WORKING WITH

The post holder will work closely with the Chief People Officer, the wider People Operations Team and members of the wider College staff group.

DBS STATUS

This post is exempt from the Rehabilitation of Offenders Act 1974 and is regulated activity. The post holder will be required to obtain an Enhanced DBS Disclosure, including an ISA barred list check.

PERSON SPECIFICATION

Job Title:	Head of HR Improvement
Essential Criteria:	
<ul style="list-style-type: none">• Educated to degree level or equivalent with qualifications in Maths and English• Significant experience of and a successful track record of managing HR teams through times of change and transformation• Experience of implementing the business partner model and translating people strategy into operational reality• Significant experience of successfully dealing with complex and sensitive employee relations matters including working effectively with trade unions and staff representatives• In depth knowledge and understanding of terms and conditions of employment policies and procedures, employment legislation and its practical application• A coaching style, confident in bringing out the skills and talents of others within a team• Excellent communication skills. The ability to effectively listen, be sensitive to the needs of others, and communicate effectively• Able to encourage and support creative thinking with strong experience of delivering results through people• Results focused and a track record of consistently delivering positive outcomes, using data and insights to drive delivery and improvement• Ability to exercise sound judgement in decision making and well-developed influencing skills• Demonstrable commitment to equality, diversity and inclusion• Exceptional organisational skills including an ability to manage multiple priorities, effectively prioritise and excellent time management skills• A “people person”, good at influencing people and building professional relationships whilst committed to “getting the job done”• A passion for organisational improvement and staff engagement and the resilience and determination to secure positive change in a busy environment• Strong emotional intelligence skills and the resolve to remain professional at all times• A clear understanding of Safeguarding and Prevent and the ability to create and sustain a learning environment in which the safety and welfare of children and vulnerable adults is paramount	
Desirable Criteria	
<ul style="list-style-type: none">• Degree / professional qualification in Human Resources or related field, CIPD membership or experience in working in a People team• Understanding of the education sector• Coaching qualification	

29 July 2024