Services for schools, owned by schools

Job Description

Job Title: Head of HR Shared Services	**Service Area:** Schools HR & Payroll
Grade: SMR A	**Job Number:**
Date last updated: November 2018	**Date of last evaluation:** November 2018

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focussed on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

To provide strategic leadership and high quality advice and support to NPW Clients, through the excellent management of HR Shared Services, ensuring the employee lifecycle is effectively automated whilst not compromising on excellence of customer service.

Advising Heads, Governors and Senior Management as appropriate. Responsible for the effective management of HR Shared Services Team leading continuous improvement and modernisation initiatives for all employee lifecycle activities.

1. The post holder reports to Director of Resources and Operations.
2. The post holder has line management responsibility for the HR Shared Services Team (approx 7).
3. The post holder will develop matrix management framework with Head of ER to ensure the co-ordination and joint running of the overall HRSS/ER service
4. Direct contract management of Third party provider of HR/Payroll platform
5. Budgetary responsibility

Key Measures

- SLA Take Up
- HRSS Team performance
- Customer Satisfaction/survey
- Key HRMI and quality reports
- Recruitment KPi's e.g contracts issued on time
- Payroll KPi's e.g staff paid on time & correctly

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder. The HRSS Manager will be expected to carry out such other reasonable duties commensurate with the grade/level of post, which may be required from time to time**.**

HR Advisory

- Provide expert/professional advice, support and guidance to head teachers, governors the NPW Senior Management and Board in relation to employee matters (including ER) acting as the escalation point for the HRSS Team.

- Oversee the provision of an advisory service on conditions of service for teaching, APT&C, Soulbury and JNC staff to schools, local authorities, NPW and other customers.

- Liaise regularly with School Business Managers to gather market intelligence and stakeholder feedback, identifying other areas of need to feed into business development activities

- Attend regular meetings with SBM and Head of ER to review customer satisfaction and identify future service development

HR Delivery

- Develop matrix management model and work closely with the Head of ER to ensure joined up working in a collaborative and complementary way in terms of HRSS and ER services.

- Ensure all teaching and support staff in schools are paid accurately and on time

- Remodel transactional service delivery through e- enabling more of the employee lifecycle, removing duplication, unnecessary steps/checks and define respective roles and responsibilities with greater clarity

- Oversee the post implementation management of the new HR/Payroll system,- ensuring greater value and efficiency is delivered as a a result , including the roll out of self service

- Provide overall governance on the full range of employee services, including recruitment, to the Director of Resources and Operations, and participate as a Business Partner when appropriate and, in particular, ensure effective oversight of routines such as DBS checks, visa checks, any over or under payments

- Introduce measures of customer satisfaction and review KPi's

- Ensure that transactional employee services routines are managed well and in the most efficient way possible, and introduce regular quality checks on key workflows

- Manage the provision of HR support to customers and ensure the HRSS partnering of customers is maintained

- Work closely with the Head of ER, Leadership Team and other services to improve customer services and satisfaction

- Provide team training on new or changed processes and protocols, bring legislative changes to life and ensure the team is regularly refreshed and updated, and take ownership of their continuous professional development

- Provide a pro-active and high quality HR Shared Service ensuring all Service Level Agreements and KPi's are met.

- Assist the Director of Resources and Operations and Head of ER in building and promoting a successful customer focused HR Shared Service.

- Ensure full compliance with safer recruitment requirements as set out by the DfE and Ofsted.

- Respond to complex correspondence and queries from customers, Local Authority and external bodies, which require professional advice.

- Advise NPW senior management on the application of DfE Regulations and guidance on the employment and pay of teachers and school support staff.

- Deliver a high quality and cost effective recruitment service to NPW clients ensuring that all advertising, NQT and overseas appointments are delivered in line with SLA's and with a high level of customer satisfaction.

- Manage and negotiate contracts with third party suppliers to ensure commercially competitive prices are agreed for NPW, and where necessary for NPW clients.

- Deliver an effective recruitment service, ensuring contracts are issued on time

- Develop the Recruitment Advisory service line ensuring that we position ourselves with clients to provide a more comprehensive resourcing offer.

Continuous Improvement and Quality Assurance

- In conjunction with the Payroll Services Manager and third party providers, develop, implement and review processes to monitor and reducer error rate and under/overpayment of employees.

- Assist the Director of Resources and Operations in the management and delivery of appropriate projects that support the continuous development and improvement of the HR Shared Services.

- Maximise the automation of recruitment administration

Data Management and Reporting

- Collate and prepare KPI information, reports, newsletters and bulletins for NPW senior management, the Local Authority and customers as required.

- Ensure the effective maintenance of all appropriate records, including HR systems and other databases.

- Create and provide reports, statistical analysis and information for senior management.

Policies and Procedures

- Develop, implement and review appropriate policies and procedures to comply with legislative requirements and relevant terms and conditions.

- Ensure all services delivered are done so in accordance with agreed policies and procedures

Project Management

- Lead on the management and delivery of appropriate projects that support the continuous development and improvement of HR Shared Services and NPW as a whole.
- oversee the migration of the in house Payroll service to Academies onto the Third Party platform by April 2019

People Management

- Undertake the day to day management of the HR Shared Services function creating a 'one team' ethos to ensure the effective delivery of Employee Lifecycle interventions, including recruitment, on boarding, contracts, pay and staff changes etc are delivered in an efficient, timely and accurate way.

- Provide line management support to the Shared Services Team through regular 121 meetings, round table discussions, and appraisals, along with effective coaching and direction,to ensure that process improvements are successfully articulated, agreed, embedded and where appropriate, reviewed.

- Manage the teams work plan and improvement projects ensuring the co ordination and allocation of work, ensuring quality assurance and continuous improvement activities to agreed plans.

- Work closely with HR/ER Advisers to improve how we manage HR transactions based on creating process efficiencies, feedback from customers and ongoing review

- Undertake the full performance management, including the professional development, of staff within the HR Shared Services Team.

- In conjunction with the Third party provider and in house Payroll Services Manager, undertake the effective co-ordination of work between the HR Shared Services and Payroll Services.

Working Conditions/Circumstances

- The postholder may be required to work at other establishments both within and external to Newham. The postholder may on occasions be required to attend meetings and deliver training/briefing sessions, in the evenings. Therefore a degree of flexibility is required in attendance patterns to accommodate such circumstances.

- All staff are expected to demonstrate a flexible approach in the delivery of work within HR Shared Services. They are required to be proactive members of the HR team and work closely with all other members to ensure both timely and best outcomes are achieved for all customers. To support this approach, all HR Shared Services staff may be required to work with external and internal partners, work across formal lines of accountability and perform duties not specifically identified in the job description but which are in line with the general level of responsibility of the post.

Person Specification

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SAFEGUARDING
We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.
EQUALITY AND DIVERSITY
We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key criteria

	Criteria *E = Essential, D = Desirable*
Skills and Abilities	
• Ability to identify and understand issues, errors or concerns, swiftly and accurately and to resolve problems taking into account agreed procedures and service needs.	E
• Ability to manage a wide and complex personal workload whilst overseeing changing deadlines whilst maintaining consistency of approach.	E
• Ability to communicate effectively, informatively and with sensitivity, with a wide range of employees, Head Teachers, School Business Managers and Governors; to maintain confidentiality and inspire trust.	E
• Ability to manage conflicting priorities from Head Teachers, Governors and Senior Managers and set deadlines in the context of a traded service level agreement.	E
• Ability to plan, manage and monitor HRSS workload including projects and programmes of work, for oneself and staff, including ability to act on own initiative and meet deadlines.	E E
• Highly developed oral and written skills. Ability to communicate in a way which meets the needs of diverse audiences, including ability to present and promote the department and NPW effectively in internal and external meetings, events etc.	E
• Ability to lead on the planning, managing and monitoring of HRSS and information systems.	E
• A systems thinker with excellent HR Administrative experience	E
Experience	
• *E*xperience of managing a range of HR Transactional Services, with HR systems management experience	E
• Experience of transforming and re-engineering expensive or ineffective processes	
• Process mapping experience	E
• Detailed knowledge of conditions of service for school staff and staffing structures.	D

● Experience of managing staff in deadline driven environment. ● Experience of managing the implementation of change.	D E E
Qualifications	
● CIPD qualified to level 7 ● High level of literacy and numeracy sufficient to undertake complex letter writing and reports, statistical analysis of performance data and complex calculations.	E E
Knowledge	
● Senior level generalist experience in a Shared Services environment ● Broad knowledge and understanding of Human Resources management concepts and application, including a detailed knowledge and understanding of the employee lifecycle including payroll, recruitment and retention issues, ideally in a schools context. ● Knowledge and understanding or principles, tools, techniques and developments in human resources management. ● Knowledge and understanding of NPW's equal opportunities policy. ● Proven track record of success in human resources management setting ● Awareness of how current legislation, particularly relating to education, impacts on employment practices	E E E D E D
Personal Attributes and Other Requirement	
● Able to provide clear leadership and direction to the HR Shared Services Team ● Committed to providing excellent services to schools and other establishments in accordance with the service level agreements, and to achieve best value and continuous service improvements. ● Commitment to and ability to contribute and add value to NPW's vision, priorities and commitments. ● Occasional weekend work but attendance at evening Governing Body meetings may occasionally be required.	E E E E

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
Customer Care and Service Delivery Understanding the needs of the customer and prioritising to ensure customer satisfaction.	3	• Uses internal and external measures of identify shortfalls in customer service and quality and then acts on the information • Develops innovative practices and services that ensure a customer drive service • Tries to match business storages to current and emerging needs • Anticipates potential problems and takes pre-emptive action
Collaborative Working Working with and understanding the roles of internal staff / service	3	• Tackles conflict within the team, trying to balance team and individual needs • Proactively develops relationships with customers, colleagues and external organisations, ensuring frameworks are in place to achieve outcomes • Shares resources for the benefit of the wider organisation • Encourages teams during difficult and challenging times • Uses ideas from team members to improve ways of working
Seeking Excellence Identifying potential for improvement in our own service area and NPW as an organisation.	3	• Seeks ideas and inspiration from sources inside and outside the organisation • Evaluates own and others performance giving and implementing feedback to improve • Encourages others to look at issues from varying perspectives • Identifies, implements and measures efficiency
Communication and Relationships Ability to work effectively with other people via difference methods, both inside and outside of NPW, building and promoting effective working relationships.	3	• Uses appropriate communication channels to keep people informed and promote understanding • Adapts method and style of communication to suit changing circumstances and needs • Identifies and overcomes barriers to communication • Builds partnerships both within and outside of the organisation • Encourages openness and clear communication with others by role modelling it
Achieving Results How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.	3	• Takes personal responsibility for the performance of their team • Makes significant contribution to the wider objectives of the business • Achieves results through effective management of self and others • Identifies and manages risk

		• Deals with the poor performance of others before it becomes critical • Sets demanding but achievable objectives

Specific Competencies

Competency	Level	Description
Forward Planning Having a clear plan for achieving objectives and monitoring progress	2	• Has contingency plans and fall back options in place • Regularly checks on progress against objectives and acts on findings • Communicates plans to appropriate staff and stakeholders • Develops/monitors and adjusts plans as necessary • Plans and prioritises workload to ensure deadlines age met during busy periods
Financial and Resource Management Managing the resources or budget available, ensuring that we keep within agreed limits and use this to the best effect.	2	• Understands what makes up a budget and how to monitor spend against a budget • Identifies items that may cause a budget to be overspent or underspent • Knows how to prepare a projection of budget out turn • Aware of, and complies with Financial Regulations and Procedures
Business Awareness Understanding the direction and strategic plan for our service area and NPW as an organisation.	2	• Understands the main services provided by all departments within the organisation • Understands all roles within their service area and can explain these clearly • Involves other business areas when taking actions or decisions that need their support or may affect them • Keeps up to date with key services provided by own team and the wider organisation
Leadership and Development The ability to lead and inspire others, helping them to develop and hone their skills.	3	• Encourages sharing of skills within and across teams • Inspires, encourages and supports others • Assess and plans to meet organisational skill and capability gaps • Inspires commitment and a shared sense of purpose across the team/service • Promotes continuous improvement and value for money across all activities