

Job Description



Job Title:	HR Operational Manager
Reports to:	Head of HR & People Services
Grade:	Grade 14
Date:	30 November 2021

1. Job Purpose

The HR Operational Manager will be responsible for leading and managing the HR team and supporting the transformation of the function from a transactional and reactive payroll and support service to a professional, proactive, dynamic, enabling and customer focused HR service, which delivers people services, process and advises on people issues.

The postholder is responsible to ensure that YPO's policies, procedures, payroll functions and working practices are compliant with the relevant legislative / regulatory requirements, whilst also meeting business need through access to proportionate and agile policies which are fair and are applied consistently.

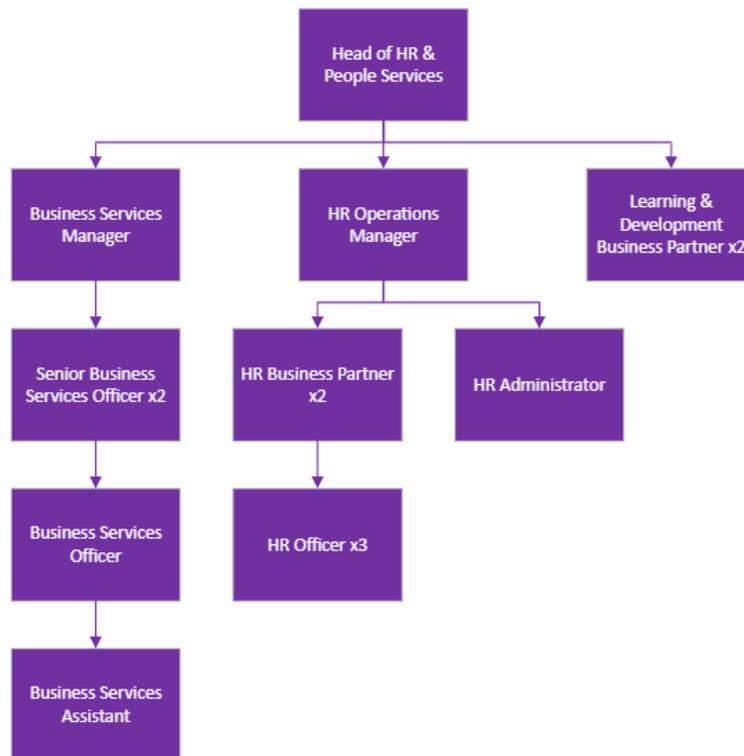
The post holder is responsible for the development and effective delivery of customer focused HR KPI's which are measurable and reportable to support our ambition for continuous improvement.

The postholder is responsible for supporting YPO's People Strategy themes and initiatives, promoting a working environment where all our people feel valued which supports our social value ambitions to be seen as a good employer, not only for our people but by association our community and our customers. This role will lead on the gaining the relevant accreditation for key people standards including Investors in People.

The postholder will work in partnership with our recognised Trade Union – UNISON.

This is a challenging role, requiring a high level of personal resilience, flexible attitude and a 'can do' approach with a strong understanding of HR operational delivery, working understanding of payroll requirements and some experience of supporting the transformation of a HR function.

2. Organisational Structure



3. Dimensions

This role will be responsible for ensuring that HR activities are well managed and delivered on time, in budget and at the requisite quality. Providing challenge to ensure that HR develop and deliver best practice, processes and providing professional HR services to our customers.

The role has direct management responsibility for a team of 6, with 3 direct reports, 2 HR Business Partners and 1 Administrator. Responsible for supporting the effective delivery and embedding of the new People Strategy throughout the organisation.

The postholder will be required to engage with Wakefield Council who are our lead authority and also work in partnership with the business and our Trade Union.

Responsible for the authorisation of YPO's payroll for circa 500 employees.

4. Principle Accountabilities

- Responsible for supporting the effective delivery and implementation of the new YPO People Strategy.
- Leadership and management of a proactive, motivated, effective and cost-efficient HR team, delivering HR services within clear lines of accountability.
- Leading the HR team and internal stakeholders, managing the end-to-end employee life cycle processes.
- Responsible for ensuring through the process of continuous improvement that all HR procedures, practices and processes are cost effective and efficient, utilising technical solutions, as appropriate.

- Responsible for the development of an effective KPI performance management framework for the HR Team. Analysing data/metrics to identify and deliver improvements in the HR teams' performance, ensuring feedback from business engagement is actively sought, considered and used to deliver performance improvements.
- Responsible for the development and embedding of a process for effective workforce planning across the business, extracting and presenting key workforce data/metrics to support decision making at a strategic and operational level.
- Correctly interpreting new and impending legislation and case law, assessing potential impact and cost and developing appropriate strategies and policies which are agile, innovative, compliant with employment law and are in line with best practice.
- Ensuring all recruitment and selection activity is progressed in a timely and proportionate way in line with the relevant policy and procedures.
- Ensuring the HR team provide responsive, consistent, professional HR advice and support to its customers in developing pragmatic solutions to meet business needs.
- Prepare and deliver briefings on employment and policy matters to the relevant audience.
- Work proactively and in partnership with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- Support in the procurement of services, including but not limited to Occupational Health provision and contract management.
- Deputise for the Head of HR & Peoples Services as required.
- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Managing the interface with the payroll provider – Wakefield Council.
- Responsible for ensuring that services are delivered in line with all relevant legislation, YPO objectives, Code of Conduct and policies including those relating to Data Protection, Equality & Diversity, Customer Care and Health and Safety.
- Undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

5. Planning and Organising

The post holder will:

- manage and lead the HR function to support the strategic planning process over a 3-to-5-year period
- responsible for planning own workload and that of the HR Team which delivers the best HR service to our customers.
- lead on the development and embedding of workforce planning with the HR Business Partners.
- plan the submission of YPO payroll Wakefield Council to meet relevant deadlines

- manage the priorities of the team to deliver cost effective and efficient HR services

6. Decision Making

The post holder will:

- provide professional advice and guidance to senior managers, SLT and Board as required.
- have direct responsibility for operational decisions for the HR Team.
- be responsible for ensuring the Head of HR & People Services is up to date on decision made.
- responsible for providing proportionate professional advice, guidance which is relevant, up to date, utilising data/metrics/information to support the organisations decision making process.

7. Internal and External Relationships

The post holder will:

- work in partnership with senior officers,
- provide professional advice and guidance to SLT, Board, Senior Officers and Elected Members as required
- work in partnership with Trade Unions representatives
- be the main point of contact for HR with Government Departments and Public Bodies, Customers
- develop and maintain working relationships with Wakefield Council colleagues.

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
Educated to degree level or equivalent or Graduate CIPD or other equivalent relevant qualification and equivalent experience in a management role	✓		App Form
Extensive working knowledge of employment legislation and its application in a diverse organisation, including TUPE	✓		App Form
Knowledge of NJC terms and conditions of Local Government		✓	App Form
Knowledge of PAYE legislation, HRMC and Pensions legislation		✓	App Form & Interview
Skills			
Ability to demonstrate judgement, drive, energy as well as integrity, openness and awareness others	✓		App Form & Interview
Ability to lead on the implementation of a workforce planning process / framework which meets the needs of the business	✓		App Form & Interview

Highly developed relationship management, stakeholder engagement, negotiation and influencing skills	✓		App Form & Interview
Adaptable and flexible approach to meet the needs of a transforming organisation	✓		Interview
Ability to analyse and interpret data/metrics/information from several sources and present appropriately to the relevant audience	✓		Interview
Ability to communicate and engage people in writing and orally in a balanced and succinct way	✓		App Form / Interview
Proven ability to operate with a 'can do' approach	✓		App Form / Interview
Excellent analytical and decision-making abilities	✓		App Form / Interview
Experience			
Demonstrable experience of HR at a senior level, including monitoring and improving performance	✓		App Form & Interview
Significant experience of working with senior management to develop and deliver pragmatic solutions at pace	✓		App Form & Interview
Experience of working within a commercial setting		✓	App Form & Interview
Experience of providing visible professional and supportive leadership and management, developing skills and competencies to develop high performing individuals	✓		Interview
Proven experience of supporting the transformation of a HR function		✓	App Form & Interview
Experience of providing employee relations advice and support to managers from informal to formal hearings and appeals	✓		Interview & App Form
Experience of designing policies and practices and implementing successfully		✓	Interview & App Form
Experience of operating within a continuous improvement cycle with the ability to use technology to streamline the way in which HR administration is delivered.	✓		App Form / Interview

9. Special Features

The post holder:

- will be office based and will be required to attend/visit YPO sites as and when required which may include attendance at night;
- on occasions may be required to work in isolated or remote locations; and
- is regularly required to manage unpredictable deadlines whilst dealing with frequent interruptions.
- may be required to attend site where a serious incident has occurred and interact with people who may be emotionally distressed.

Jobholder Signature:

Manager Signature:

Date: