

JOB DESCRIPTION

Job Title:	People Services Operations Manager
Service / Department:	People Services
Location:	Flexible/hybrid, with regular travel to London and Bolton (approx. 1 day travel per week)
Reports To:	Head of People Services
Hours:	35 per week (full-time)
Responsible For:	People Services Operations Team (3 FTE)
DBS Check:	n/a

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The post holder will lead the People Services Operations Team to provide a comprehensive HR service through the whole employee lifecycle, responding to the changing needs of the organisation and external landscape. You will work closely with the People Partners and Learning & OD, within the wider People Services Team to ensure joined up working so that the team can deliver a proactive, professional, and high-quality Human Resources service. The postholder will also play an important role in promoting a culture that aligns with the organisation's strategic goals.

Main Duties and Responsibilities:

- Line management of the People Services Operations Team including regular 121s, objective setting, wellbeing support and absence management.
- Provision of an effective and responsive first line HR support service to managers and staff. This includes ensuring the team respond appropriately and within agreed timeframes, to queries/situations are that they are escalated to the People Partner where appropriate.
- Responsible for ensuring all of the People processes are efficient, up to date, and compliant with employment legislation and other statutory requirements.
- Seeking feedback and involvement from customers when designing or updating People processes and systems to ensure they meet the needs of the organisation and customers are part of the change journey, to maximise buy-in.
- Working closely with the Communications Team to update and improve the People Services Page on the Hub (Intranet) and the Vacancies/Careers section of the external website.
- Responsible for provision of an effective and responsive recruitment and selection service for the organisation. This includes:
 - Overseeing the effective management of vacancies through the Applicant Tracking System (ATS).
 - Providing advice on the most appropriate places to advertise.
 - Creating a positive candidate experience.
 - Ensuring job adverts are on brand and reflect the culture and values of the organisation.
 - Monitoring recruitment spend against the budget, ensuring the organisation meets business objectives whilst using its resources effectively.
 - Ensuring new staff are on-boarded as quickly as possible and in accordance with the required pre-employment checks (e.g. right to work, DBS, references, health screening).

- Managing contract negotiation and renewals with People related external suppliers (e.g. job boards, social networking sites, employee benefits organisations, HRIS, Occupational Health, Health Insurance and recruitment agencies), in accordance with Salvation Army Homes procurement requirements.
- Ensuring the leavers processes is managed effectively and in line with agreed policies and procedures.
- Overall responsibility for the HRIS, including:
 - Management of the relationship with the supplier
 - Ensuring the system is kept up to date with accurate employee information at all times in line with GDPR, with the correct archive and deletion schedules in place
 - Developing and updating workflows within the system
 - Building and running reports for other members of the team and senior managers as required
 - In the event of a system replacement, project manage the tendering process to select and implement a new system
- Ensuring all other People related administration across the employee life-cycle is completed in a timely manner and to a high degree of accuracy (e.g. contractual changes, annual leave, statutory leave, absence records).
- Responsible for all reward and recognition administration and the management of initiatives.
- Overseeing the collation and audit of people data required by payroll from People Services each month. This includes checking for accuracy and ensure all required information is included, and that it is sent to payroll within the finance submission deadlines.
- Providing support to People Partners when managing TUPE transfers of employees in and out of the organisation, including collating ELI data and transfer of employee files.
- Ensuring the company organisation charts are maintained, providing an updated version to the business on a monthly basis.
- Overseeing the collation and analysis of key People data (i.e. turnover, sickness absence, gender pay gap), providing reports to the business on a monthly / quarterly basis, ensuring accuracy of the data at all times and making recommendations for improvements.
- Respond to benchmarking surveys on behalf of the organisation when required (e.g. Inbucon salary survey).
- Supporting the Head of People Services by contributing to the writing of papers for the Executive Management Team (monthly) and the People & Organisational Development Committee (quarterly).
- Facilitating close working and effective communication between the People Services Operations Team and the wider People Services Team.
- Ensuring high levels of confidentiality and sensitivity within the team when dealing with all People issues, especially when handling sensitive situations and information.
- Carry out ad-hoc projects as required.

Related Activities:

Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.

Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective. Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

- Associate membership of CIPD (or above)
- CIPD level 5 qualified (minimum).

Aptitudes and Abilities:

- **Effective Communication:** Demonstrates clear and effective communication skills, both written and verbal.
- **Relationship Building and stakeholder engagement:** Capable of building strong relationships with managers and employees, involving them where appropriate and demonstrating understanding of their needs.
- **Proactive and Self-Motivated:** Shows initiative and is self-motivated, with the ability to work independently.
- **HR Knowledge:** Possesses an understanding of HR principles, employment law, and best practices with a commitment to continuing professional development
- **IT Proficiency:** Strong IT skills, including excellent proficiency with Microsoft 365, Power BI and HR Information Systems (with the ability to create and develop workflows).
- **Employment Law Knowledge:** Maintains up-to-date knowledge of UK employment law and current issues affecting the employment landscape.
- **Organisational Skills:** Unflappable, with excellent organisational skills, demonstrating the ability to plan and prioritise own work and that of the team, to balance multiple tasks and deadlines.
- **Budget Management:** Demonstrates an ability to understand and manage costs within an agreed budget.
- **Positive Attitude:** Enthusiastic, positive, and driven to deliver the best possible service.
- **Payroll knowledge:** basic understanding of payroll

Experience and Interests:

- **Leadership and management skills:** Experience of line management, with the ability to lead and inspire a team.
- **Employee Lifecycle:** Significant knowledge of and experience in managing the whole employee lifecycle including recruitment, onboarding and leaver processes.
- **TUPE:** Experience of providing HR support through a TUPE in/out.
- **Analytical and numeracy skills:** Experience of creating and running reports, creating pivot tables, analysing data and presenting data in a meaningful way.
- **HR Software:** Significant experience in using HR software to manage employee data and track performance metrics.
- **Contract Management:** Experience of overseeing management of contracts with suppliers, negotiating terms and addressing performance/quality issues effectively.

- **GDPR and Confidentiality:** Knowledge of GDPR and demonstrates a good understanding of the importance of confidentiality in an HR environment.

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership – we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion – we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion – this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect – we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment – we have trust	Have we given the right context to our message? Has our communication been story-driven?