**Job Profile**

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| Position Details |
| Post | HR Operations Officer |
| Service Area | HfH |
| Reports to | Head of HR, OD & Facilities |
| Grade | PO5 |
| Job Family | To be completed by HR |

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| Role Purpose |
| To provide a proactive end to end comprehensive Human Resources (HR) service to line managers which includes, but is not limited to; Recruitment, Employee Relations and Organisational Development. The HR Operations Officer is the key contact for all HR queries in relation to Homes for Haringey (HfH) staff.  |

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| Main Responsibilities |
| * To be the key contact for managers regarding all aspects of HfH’s HR policies and procedures.
* To co-ordinate, the mandatory on boarding processes for all new staff.
* To manage employee relations cases including disciplinaries and grievances.
* To provide advice and support to hiring managers, overseeing recruitment activities and ensuring that they are compliant with right to work and Disclosure and Barring Service (DBS) requirements.
* To liaise with the Payroll team to ensure that staff are paid accurately and on time.
* To advise on the flexible benefits process for new and existing staff members.
* To conduct regular internal HR audits.
* To work with line managers to ensure that employee relations issues are resolved promptly.
* To provide advice and guidance to line managers on absence management including both long and short term sickness.
* To provide analysis on HR key performance indicators.
* To undertake training needs analysis.
* To foster an inclusive, diverse environment where every staff member feels valued and supported as an individual; treated fairly and with respect; enabled and empowered to perform; supported and encouraged to achieve his or her potential.
* To contribute to the development of the structures, systems, processes and policies necessary to support effective service delivery.

**Recruitment and On-Boarding*** To oversee the authorisation of recruitment requests, liaise with Agency and meet Service Level Agreement requirements including assurance of documentation i.e. complete, accurate and compliant.
* To provide expert support and advice to recruiting managers, oversee recruitment activities at all times and assist as required with selection interviews.
* To undertake a periodic review of the recruitment and selection procedures and processes revising in light of case law whilst remaining user friendly as possible.

.**Learning & Development*** To work in partnership with managers to identify team and individual capability levels and gaps within teams that affect organisation performance
* To contribute to the annual Development Plan, ensuring it meets business needs.
* To be responsible for the delivery of coaching, shadowing and secondment programmes across HfH.
* To deliver and evaluate the programmes identified in the Development Plan.

**Employee Relations*** To work in partnership with key internal customers through resolving issues with managers and colleagues before they escalate
* To work with managers on change programmes by identifying and facilitating the required action.
* To help employees understand their role in change, the reasons for it, the results that are expected and support them through the process.
* To provide accurate and timely information, data and advice to managers and employees on HR policies and procedures and employment law, supporting them to apply policies consistently and fairly

**HR MI Reporting*** To produce HR reports for workforce statistics, absence data, KPIs, staff turnover, exit interviews, equal opportunities and diversity, probation and other HR related statistics on a monthly basis for the Head of HR, OD and the Executive Management Team

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels |

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| Generic Responsibilities |
| 1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, GDPR Data Protection and other statutory requirements
2. Understanding and commitment to promoting and implementing the Council’s Equal Opportunities policies
3. Knowledge and experience of using IT

To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role. |

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| Knowledge, Qualifications, Skills and Experience | Essential orDesirable |
| Proven experience of Human Resource Management in ContextA track record of managing complex Employment Relations caseworkAbility to interpret and apply Employment Law within a work contextSkill in investigating a Business Issue from a Human Resources perspectiveEnable and support line managers to address capability and performance management casesExperience of the employee lifecycle i.e. Resourcing, Recruitment and Talent ManagementKnowledge of Reward Management i.e. equal pay act, gender pay gap, benchmarking Employee Engagement Knowledge and experience of Leading, Managing and Developing People Experience of developing, implementing and evaluating generic business leadership courses e.g. conflict management, interpersonal skills, having difficult conversations Knowledge and experience of Leadership and Management Development ProgrammesExperience of delivering Training, Learning and Development ProvisionPrepare, Analyse, Review and Evaluating L&D through ROIUnderstanding of LMS and electronic Knowledge Management systemsUnderstanding and Implementing Coaching and Mentoring | EssentialEssentialEssentialEssentialEssentialEssentialEssentialDesirableEssentialEssentialEssentialEssentialDesirableDesirable |

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| Main Contacts & Other Information |
| Main Contacts: Staff at all levels across HfH and external suppliersOther Information  |

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| Organisational Structure |
| Please provide organisation structure chart. |

