

## Job Profile

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

Role Purpose
<p>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.</p>

Main Responsibilities
<ul style="list-style-type: none"> <li>To be the key contact for managers regarding all aspects of HfH's HR policies and procedures.</li> <li>To co-ordinate, the mandatory on boarding processes for all new staff.</li> <li>To manage employee relations cases including disciplinaries and grievances.</li> <li>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.</li> <li>To liaise with the Payroll team to ensure that staff are paid accurately and on time.</li> <li>To advise on the flexible benefits process for new and existing staff members.</li> <li>To conduct regular internal HR audits.</li> <li>To work with line managers to ensure that employee relations issues are resolved promptly.</li> <li>To provide advice and guidance to line managers on absence management including both long and short term sickness.</li> <li>To provide analysis on HR key performance indicators.</li> <li>To undertake training needs analysis.</li> <li>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.</li> <li>To contribute to the development of the structures, systems, processes and policies necessary to support effective service delivery.</li> </ul>
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

Generic Responsibilities
<ol style="list-style-type: none"> <li>1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, GDPR Data Protection and other statutory requirements</li> <li>2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies</li> <li>3. Knowledge and experience of using IT</li> </ol> <p>To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.</p>

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Proven experience of Human Resource Management in Context	Essential
A track record of managing complex Employment Relations casework	Essential
Ability to interpret and apply Employment Law within a work context	Essential
Skill in investigating a Business Issue from a Human Resources perspective	Essential
Enable and support line managers to address capability and performance management cases	Essential
Experience of the employee lifecycle i.e. Resourcing, Recruitment and Talent Management	Essential
Knowledge of Reward Management i.e. equal pay act, gender pay gap, benchmarking	Essential
Employee Engagement	Desirable
Knowledge and experience of Leading, Managing and Developing People	Essential
Experience of developing, implementing and evaluating generic business leadership courses e.g. conflict management, interpersonal skills, having difficult conversations	Essential
Knowledge and experience of Leadership and Management Development Programmes	Essential
Experience of delivering Training, Learning and Development Provision	Essential
Prepare, Analyse, Review and Evaluating L&D through ROI	Desirable
Understanding of LMS and electronic Knowledge Management systems	
Understanding and Implementing Coaching and Mentoring	Desirable

Main Contacts & Other Information
<u>Main Contacts:</u> Staff at all levels across HfH and external suppliers

### Other Information

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### Other Information

### Organisational Structure

Please provide organisation structure chart.

Head of HR,  
OD &  
Facilities

HR Operations Officer x3 will provide proactive professional support to managers in all areas of Human Resources and the employee lifecycle. They will be a point of contact for general HR queries in relation to HfH HR policies and procedure and will manage employee relations cases under the guidance of the Head of HR, OD & Facilities. The post holder will be actively involved in and provide feedback on day-to-day HR processes and activities such as recruitment, on boarding processes, learning and development and payroll.

Operations

Property  
Services

Housing  
Demand &  
Corporate  
Services

Facilities  
Management

