

## City of Edinburgh Council job description

<b>Post title</b>	Head of HR Operations
<b>Directorate</b>	Corporate Services
<b>Service</b>	Human Resources
<b>Responsible To</b>	Service Director, HR
<b>Number of post holders</b>	1

### Purpose of job

### The what - major tasks and job activities

- Lead a professional HR service focused on providing excellent customer service spanning:
  - all aspects of the day-to-day activities within HR operations – spanning deliverables, processes, documentation, and systems.
  - provision of high quality first line advice, support and guidance for colleagues and line managers on all aspects of HR.
  - All aspects of the effective operation of a complex payroll (c. £800M for 20K people), pension, and employee benefits.
- Leads on development and evolution of these services, driving best practice and continuous improvement, and is responsible for ensuring full compliance including meeting policy, legislative and statutory obligations.
- Leads Operational Excellence team responsible for delivery of projects and key initiatives, building best practice in our systems, processes and plans which are fundamental to the improvements needed for the HR Operating model and ultimately to support our ambition to be a shared service provider for other organisations.
- To develop and design roles and responsibilities within the team to support career development pathways and open up opportunities for progression.
- Leads on the procurement and contract management of relevant systems including the HR and Payroll system and suppliers employee benefits platform; monitoring and evaluating contract performance and spend.
- Provide advice, recommendations and proposals to Chief Officials, Elected Members and committees relating to policy, service practice and provision for a specialist service across the entire City/Council; and supports the Council's democratic process, including Executive Committees and Neighbourhood Partnerships, meetings of the Council and Elected Members
- Writing Committee, Corporate Leadership Team and other papers/call for evidence as required.
- Present expert evidence at Public Enquiries, Planning Enquiries and court proceedings as required.

- This list is indicative, not exhaustive, and describes a range of typical activities undertaken.

### **The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making**

- Degree (or equivalent experience) with comprehensive knowledge and significant experience of service and staff management for a large service, with demonstrable continuous professional development
- Able to take on work of a more complex nature that needs advanced knowledge and skills spanning a variety of related specialist disciplines
- Excellent leadership skills coupled with demonstrable values which are in line with our Organisational Values, supporting the development of our organisational culture we aspire to develop.
- Decisions and recommendations in relation to developing and implementing specialist policy will drive major change, impacting upon colleagues and services across the organisation
- A creative and innovative thinker with the ability to develop proposals set in a strategic context, which will deliver best value and exceed the expectations of our customers.
- Strong commercial acumen and insight with the ability to develop brand new approaches, innovative solutions and policy initiatives across our People Strategy and agenda e.g. exploring and realising opportunities for income generation, and opportunities to realise our aspiration of leading the agenda on shared service provision.
- Highly developed emotional intelligence with ability to build and manage strong, credible, and trusting relationships with key stakeholders with a natural ability to influence and negotiate to deliver agreed strategic outcomes and demonstrating a collaborative approach.
- As a member of the HR Leadership Team, proactively drives effective cross-team working and upskilling of HR colleagues and line managers.

### **Environment - work demands, physical demands, working conditions, work context**

- Expected to manage own time and that of the team, to meet deadlines and deliver outcomes to agreed quality standards.
- The nature of the HR service often requires an immediate response to service delivery issues – this role will commit and control resources to deal with arising issues.
- Physical demands and conditions will be predominantly within the range of normal office-based activities.

## **Supervision and management of people**

You will be responsible for the leadership and management of a team of circa 60 permanent employees providing customer service, contracts, payroll, benefits, systems, project management and process improvement professionals across grades 4 to 10 ensuring clear goals and objectives are achieved.

## **Resources the job holder will be responsible for**

You will have shared responsibility for the security and maintenance of council wide information systems.

## **Additional information - health and safety (DO NOT AMEND THIS SECTION)**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).