

Head of HR Operations

Role Profile

Service: HR- Directorate of People
Grade: SM4B
Reporting to: Corporate Director of People
Responsible for: All Allocated Staff



We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position as the region's economic powerhouse.

We have a diverse culture and history and lead the way in innovative groundbreaking initiatives, all aimed at supporting change, positioning the Council and ensuring it is able to continue providing key services to the most vulnerable. Trafford Council and its partners in the public, private and third sectors are embarking on a Vision for 2031, which sees us working together to close inequality gaps and maximise Trafford's huge potential.



Our Culture

Trafford Council employs around 2400 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our values.

At Trafford Council we:

**Engage the people of
Trafford**

Are always Improving

Lead the way

Act with Integrity

Value our People

**Use Time and Money
wisely**

You Have

Your Strengths

The 'You have', 'Your strengths' and 'A day in the life' sections of this Role Profile are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

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| <ul style="list-style-type: none">• CIPD graduate member status, equivalent professional qualification, or extensive relevant experience in the HR and OD field.• Measurable commitment to your own and others' continued professional development.• Experience of applying project management techniques• Track record of successfully leading and delivering a large, cross organisational HR service in a complex environment.• Evidence of successful resource and financial management,• Experience of coaching and developing staff• Experience of partnering collaboratively with organisational leaders.• Significant knowledge and application of employment law, public sector pay and grading, terms & conditions of service, resourcing strategies, HR procedures and national HR and OD driven agendas.• Significant knowledge of public sector operational services and an understanding of the vision, objectives and core values of the council and how it impacts on HR people strategy.• Able to balance and prioritise strategic, professional and departmental service needs and priorities. | <ul style="list-style-type: none">• Leadership qualities.• Innovative, strategic and critical thinking.• Financial Management.• Constructive challenge skills.• Identifying and energising engagement in others.• Solutions focussed.• Effective decision maker.• Proven negotiation and influencing skills.• Project management skills.• ICT literate.• Excellent reporting writing and written skills.• High level communication skills to communicate verbally and in writing with credibility and consistency, with a wide range of stakeholders.• Excellent stakeholder management skills.• Resilient, curious and relentless.• Collaborative style.• Authentic.• Politically astute.• Demonstrates commitment to innovative solutions that deliver service improvement. |
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- Ability to influence and persuade different audiences at all levels in order to achieve desired outcomes.
- An ability to drive change in environments that can be difficult and require strong and sensitive stakeholder management.
- Ability to analyse complex issues and adopt a creative approach to problem solving and service delivery in challenging circumstances and with competing priorities
- Ability to make decision over a very broad area of activity and be accountable for the outcomes.

A day in the life

Your Main Priorities

- Lead HR operational services across the Council, to ensure a consistent and fit for purpose service, and the flexible and responsive deployment of resources to deliver HR priorities.
- Provide strategic HR support to the Corporate Director of People and Departmental Management Teams through the early intervention, high quality advice and guidance to support people management solutions to achieve business objectives.
- Review and challenge Directorates in the development and execution of HR strategies that are relevant to their individual needs and complementary to the overarching People Strategy for the Council.
- Responsible for identifying, commissioning and delivering strategic interventions and tactical HR support to enable Directorates to succeed with their business objectives.
- Key member of the Directorate Senior Leadership team, provide HR leadership on a range of strategic and generalist issues, acting as an effective escalation point for HR Business Partners.
- Lead and manage Resourcing, including the attraction of employees to the Council.
- Support HR Policy Development and implementation ensuring that a collaborative approach is fostered with Trades Unions, Employee and Members.

Key duties

- Strategic lead for operational HR issues, influencing the direction and development of services by building and sustaining credible and strong working relationships, challenging views when necessary and influencing changes that may question the status quo.
- Understand future business drivers and ensure changes arising from the business process re-engineering activities are supported by Organisational Change best practice.
- Take the HR lead in corporate working parties and project teams, promoting best practice and sound innovation in dealing with challenging situations.
- Provide advice, guidance and challenge to Line Management on organisation design and structure and facilitate the formulation of change plans from a HR and business perspective.
- Drive the people elements of the operational business plans alongside service managers through the development of the Directorate Workforce Plans. Identify key workforce requirements in relation to the resourcing, development and capability requirements of the business both now and in the future, ensuring that outputs are fed back into HR internal business planning process.
- Coach and up skill Line Managers on the appropriate tools and techniques to manage all aspects of performance, their own development and that of their teams.
- Develop close working relationships with senior managers and lead officers across the wider HR/OD functions to ensure that HR/OD services are integrated to maximise operational needs, build and deliver solutions and ensure the successful delivery of business objectives.
- Lead and manage an effective team of HR practitioners and specialist staff driving and facilitate an effective performance management culture in the service creating and maintaining a programme of increased individual capability resulting in high calibre organizational performance.
- Influence and work with relevant stakeholders including Trade Unions and other agencies to gain commitment across the council to the development and implementation of workforce strategies and policies that support efficient delivery of services.
- Effectively monitor and manage allocated budgets in accordance with the Council's Financial Regulations.
- Effectively balance and prioritise strategic and departmental service requirements through consultation with stakeholders, and ensure stakeholder expectations and relationships are managed effectively.
- Embed and lead a positive employee relations climate, in formal negotiations and consultation with employees, their representatives and trade unions.
- Embed a caring culture in respect of Employee Wellbeing.
- Develop and implement HR and workforce policies and strategies to achieve organisational objectives.
- Undertake any other duties, commensurate with grade that may arise, as required.

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.