



JOB DESCRIPTION

Job Title:	People Operations & Systems Manager
Reports to:	Head of People & Culture
Line Management:	People Administrator and L&D Advisor
Location:	Flexible working with a mixture of remote working and office based at Solar House, 3rd Floor, 1-9 Romford Rd, London, E15 4LJ. The post-holder will also be expected to undertake occasional travel within the UK.
Liaison:	Across all teams at SHS, external agencies and suppliers
Contract:	Full time, permanent
Hours:	37.5 hrs per week Monday - Friday
Salary:	£44,724 per annum
Benefits:	28 days' annual leave, pension, life assurance, employee assistance programme

For 40+ years, School-Home Support has been working with children, families and schools to break the cycle of poor school attendance, low educational attainment, anti-social behaviour, crime, low paid or no job, generation after generation. School-Home Support gets children and young people back into school, ready to learn. Whatever it takes.

Purpose of role

To oversee a customer-focused, compliant and effective people operations & systems service to the business. To ensure that all processes and procedures are fit for purpose. to resolve queries and employee relations cases together with Line Managers. support the Head of People & Culture, in providing an effective HR/people service to the business. To ensure the delivery of the full employee life cycle, providing advice and guidance to managers, on a range of people issues. To supervise and be responsible for the people Team (People Administrator and the L&D Advisor) in their day-to-day tasks. Maintaining and understanding all aspects of the HR, L&D and Recruitment systems to support the efficiency and effectiveness of the HR/people deliverables.

Work Context

This is a hands-on position for a confident, successful, HR Manager who is looking for their next career move. The role will provide support to departments across the organisation across various processes including recruitment, compliance, onboarding, off-boarding, performance management, L&D and payroll.

The role will support managers with employee relations cases including capability, disciplinary and grievance issues, and absence management.

This role will also be responsible for updating and maintaining the HR database, recruitment system and ATS. The role will also need to manage the People team, in order to facilitate payroll, employee wellbeing, training, learning and development, and to embrace and promote the organisation's commitment to Equality, Diversity and Inclusion.

Level of contact with children and young people

Although the post-holder is unlikely to have contact with children, young people and their families they will require an standard DBS certificate due to contact via visitors to the office. SHS will organise and pay for this certificate.

Internal contacts

The post holder will liaise with all colleagues at Solar House, school and regional based practitioners and line managers.

External contacts

The post holder will liaise as directed with enquiring contacts, recruitment consultants, as well as suppliers of goods and services to SHS.

People Operations Goals

Working towards

- Ensuring good overall employee relations
- Maintaining HR/people guidelines and compliance
- Implementing best people strategies and practices
- Developing a secure employee workspace and a sustainable organisational culture
- Be a main driver to our Equality, Diversity and Inclusion practices,

Main responsibilities and tasks

Recruitment and onboarding process, including:

Together with your team:

- Lead on recruitment campaigns from organising recruitment meetings with line managers, posting job adverts on various job boards, organising interviews, sitting on the interview panel and making job offers
- Provide support and guidance to the recruiting managers on the recruitment and onboarding process, including advising on recruitment and selection strategies in line with best practice and our Equality, Diversity and Inclusion policy
- Arrange pre-employment checks for new starters
- Arrange the first day induction meetings with all new starters
- Ensure all necessary documentation is created, completed and securely filed, including job descriptions, application forms, offer letters, contracts, references, risk assessments, right to work and DBS checks

- Ensure all necessary induction and compliance training is completed
- Research, develop and implement innovative recruitment initiatives to raise School-Home Support's profile as an employer of choice, by promoting and maintaining the employee brand
- Track the departments efforts and target its goals

HR policies & procedures & advice::

Together with your team

- Advise staff and provide guidance on the application of all HR policies and procedures.
- Advise and provide guidance to line managers on specific employment relation issues arising, including capability, disciplinary and grievance issues, and absence management.
- Ensure that the monthly payroll is managed effectively and on time.
- Conduct exit interviews and collate feedback to address trends and improvements
- Complete HR documentation for HR processes including change to terms of conditions, absence management etc
- Monitor probationary review process
- Minute HR meetings where necessary

HR database:

Together with your team

- Create and maintain records on the HR database (Bright HR)
- Ensure all information is up-to-date and correct
- Train new members of staff on how to use the HR database
- Answer employee queries in relation to the system
- Run reports for from the system providing information on turnover, sickness absence
- Manage the process of updating the annual leave year on the database

Appraisal and reward:

Together with your team

- Provide support to the Line Managers with the annual appraisal system
- Record all appraisal forms received and follow-up on outstanding forms

To liaise with other departments and third parties, including:

- Working with the Project team to assist and collaborate in their work on employee wellbeing. Working with the Head of People & Culture to promote and drive forward Equality, Diversity and Inclusion and other special projects

In General

1. To ensure that equal opportunity principles are complied with and promoted in accordance with SHS values and equal opportunities policy.
2. To ensure that a high level of confidentiality is maintained in all aspects of the work.
3. To continuously track the departments efforts and target its goals

4. To conform to health and safety legal requirements.
5. To carry out any other duties as requested by the line manager from time to time.

Personal Attributes:

- Must possess significant HR management experience.
- Excellent Communication
- Active listening skills
- Strong leadership skills
- Good time management
- Shows initiative
- Able to work under pressure
- Reliable and dependable
- Assertive but fair
- Interpersonal skills.

T¹

¹ *This job description is not exhaustive; it outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the postholder. You will be expected when undertaking the above role to comply with any policies and procedures that SHS may issue*

Person Specification

Experience, knowledge, skills and abilities

Essential Criteria	Assessed by application form (A) or interview (I)
Demonstrable experience directly relevant to the main responsibilities of the role	A,I
Demonstrable experience of managing a HR team	A,I
Demonstrable experience of delivering high quality, customer-focused HR deliverables	A,I
Demonstrable experience of providing HR advice to colleagues at all levels	A,I
Working knowledge of HR databases & Systems	A,I
Demonstrable understanding of current employment law and best practice	A,I
Excellent verbal and written communication skills allied with the ability to deal tactfully, sensitively and confidentially with a wide range of contacts.	A,I
Demonstrable high quality standards and ability to maintain these standards in high pressure/volume work situations.	A,I
Excellent IT skills with proven attention to detail and high levels of accuracy	A,I
Excellent organisational skills and an ability to work towards tight deadlines	A,I

Desirable Criteria	Assessed by application form (A) or interview (I)
CIPD Level 5 or equivalent qualification/qualified by experience	A,I
Experience of or demonstrable interest in working for a charity.	A,I

