



RECRUITMENT PACK

HR OPERATIONS MANAGER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

HR Operations Manager
BDCH6196



Department/Team

Human Resources



Location

Battersea, London
Hybrid



Salary & Grade

£54,500 per annum
Grade C1



Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



Duration

Permanent

ABOUT THE ROLE

The HR Operations Manager plays a crucial role in supporting the employee lifecycle and employee experience here at Battersea, developing and aligning HR practices with Battersea's strategic objectives.

The role ensures the efficient and customer focused functioning of the department's daily operations, with oversight of the resourcing team and leading on policy review and development, the continuous improvement of people processes, HR compliance, and budgeting and contract management.

It will also lead to the development, coordination and delivery of key projects which enable the delivery of our People Strategy.

RESPONSIBILITIES

	Estimated % time
Oversee the management, development, implementation, ongoing delivery and continuous improvement of lean HR processes and working practices which also offer a good and accessible user experience, ensuring there are clear process guides for all aspects of the employee experience, and working with the HR Systems and Data Manager to maximise the capabilities of our HR systems and their integration with other organisational systems and processes, and identifying other opportunities to use technology and other process enhancements to ensure continuous improvements in the effectiveness and efficiency of HR working practices.	20
Lead on the continuous review and development of our People policies, ensuring they reflect our values, support our People Strategy, take account of changes in legislation and external good practice, are accessible and are communicated effectively to key stakeholders.	10
Plan, develop and manage the delivery of HR projects and implement new strategic HR initiatives which support the delivery of the Organisational, People and Departmental Strategies or other emerging priorities.	10
Develop systems and processes to monitor and maintain compliance with relevant employment legislation and regulations including GDPR (including data retention and managing employee DSAR's), health & safety, right to work, employment referencing and DBS.	10
Line management of the HR Coordinators, ensuring delivery of an efficient, effective, professional, proactive, inclusive and customer focussed HR service to the organisation and our people, and their active involvement with and support of the wider HR team.	10
Overall accountability for the resourcing function, line managing, coaching and enabling the Resourcing Manager to deliver a high-quality talent attraction and resourcing service that ensures a positive candidate experience and high-quality appointments, reduces time and cost to hire and supports our D&I objectives.	10
Plan, develop and manage the delivery of HR projects and implement new strategic HR initiatives which support the delivery of the Organisational, People and Departmental Strategies or other emerging priorities.	10
Support the Director and Head of HR with the development and writing of People Committee, Trustee and Directors Group papers, the planning and management of Battersea Matters (staff consultation group) meetings and papers/presentations, managing and reporting on the quarterly pulse survey and managing the biennial staff survey.	10

Manage the effective identification and selection, oversight, relationship management and budget spend of HR service providers and consultants, ensuring that contracts and service delivery meet specified requirements, are effective and value for money. Key suppliers include our pension scheme advisor, healthcare cash plan (Simply health), occupational health, and life assurance.	5
Support the Head of HR with the budgeting, forecasting, management and monitoring of expenditure of the HR departmental budget.	5
Work with the HRBP's and HR Data and Systems Manager on managing and undertaking job evaluation and pay benchmarking, ensuring that the existing processes are robust and consistently managed and maintained, and suggesting and implementing enhancements where necessary.	5
Work with the HRBP's and HR Systems and Data Manager to ensure data is being collected and recorded accurately to enable effective monthly payroll management, to implement and administer the annual pay review and 3-yearly pay benchmarking, and to ensure we are able to get appropriate insights on our wider employee data .	5
Understand UK, sector-wide and wider emerging HR issues and changing employment legislation, assessing their implications for Battersea and advising on/developing appropriate organisational approaches.	<5
Represent Battersea within the sector, and more widely where relevant, developing and maintaining a network of external contacts for effective engagement and collaboration.	<5

PERSON SPECIFICATION

ESSENTIAL

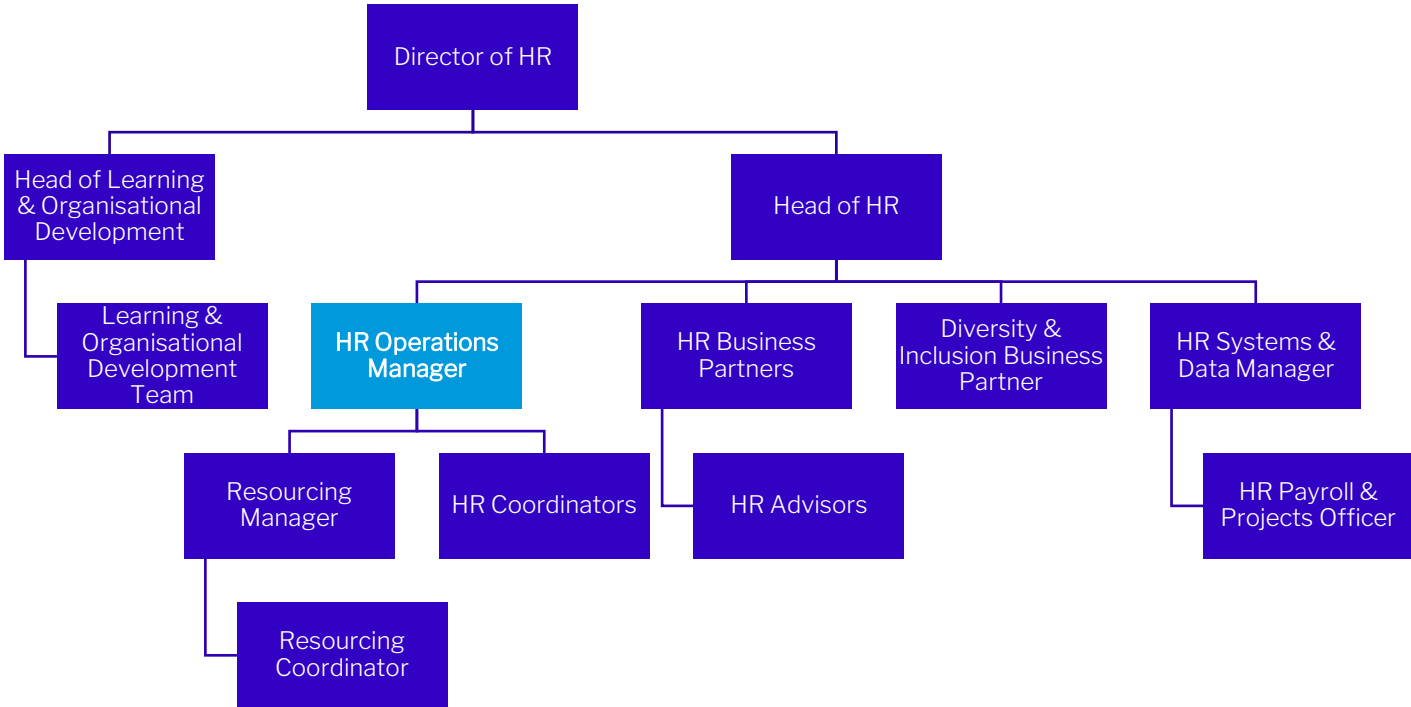
- Level 7 CIPD qualification or equivalent through experience.
- Experience of an HR management role, successfully leading, managing, motivating, and developing high performance HR teams.
- Strong project management skills with demonstrable experience of initiating, planning and leading the successful delivery of complex high impact HR projects to time and within budget.
- Good experience of leading continuous HR process improvement, including maximising capabilities of HR systems and use of other technology, to ensure a good quality service and experience for managers and staff interacting with HR processes.
- Good experience of developing, writing and implementing organisational HR policies.
- Experience of leading an organisational talent attraction and resourcing service.
- Good experience of establishing and effectively managing contracts with service delivery partners.
- Good experience of planning and managing budgets.
- Good understanding and experience of payroll processing and management and of pay benchmarking.
- Ability to use people data and analytics to provide insight, answer questions and make decisions.
- Excellent written and verbal communication skills with extensive experience of writing and presenting high quality reports and presentations to a range of audiences including senior stakeholders.
- Excellent interpersonal and consultative skills, including the ability to communicate, present, negotiate, influence and build credibility with colleagues and external parties.
- A flexible approach to managing and prioritising a high workload and multiple complex issues and tasks in a changing environment.
- Resourceful and innovative with strong experience of understanding organisational priorities and challenges and delivering effective outcomes.
- Good working knowledge of current UK employment law and human resources concepts, practices and processes, keeping up to date with and applying good practice in your role and encouraging those that you manage to do the same.
- Commitment to and experience of ensuring that people practices, policies and processes are inclusive and of shaping an inclusive working culture and ideally of identifying and implementing successful and impactful diversity and inclusion initiatives.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

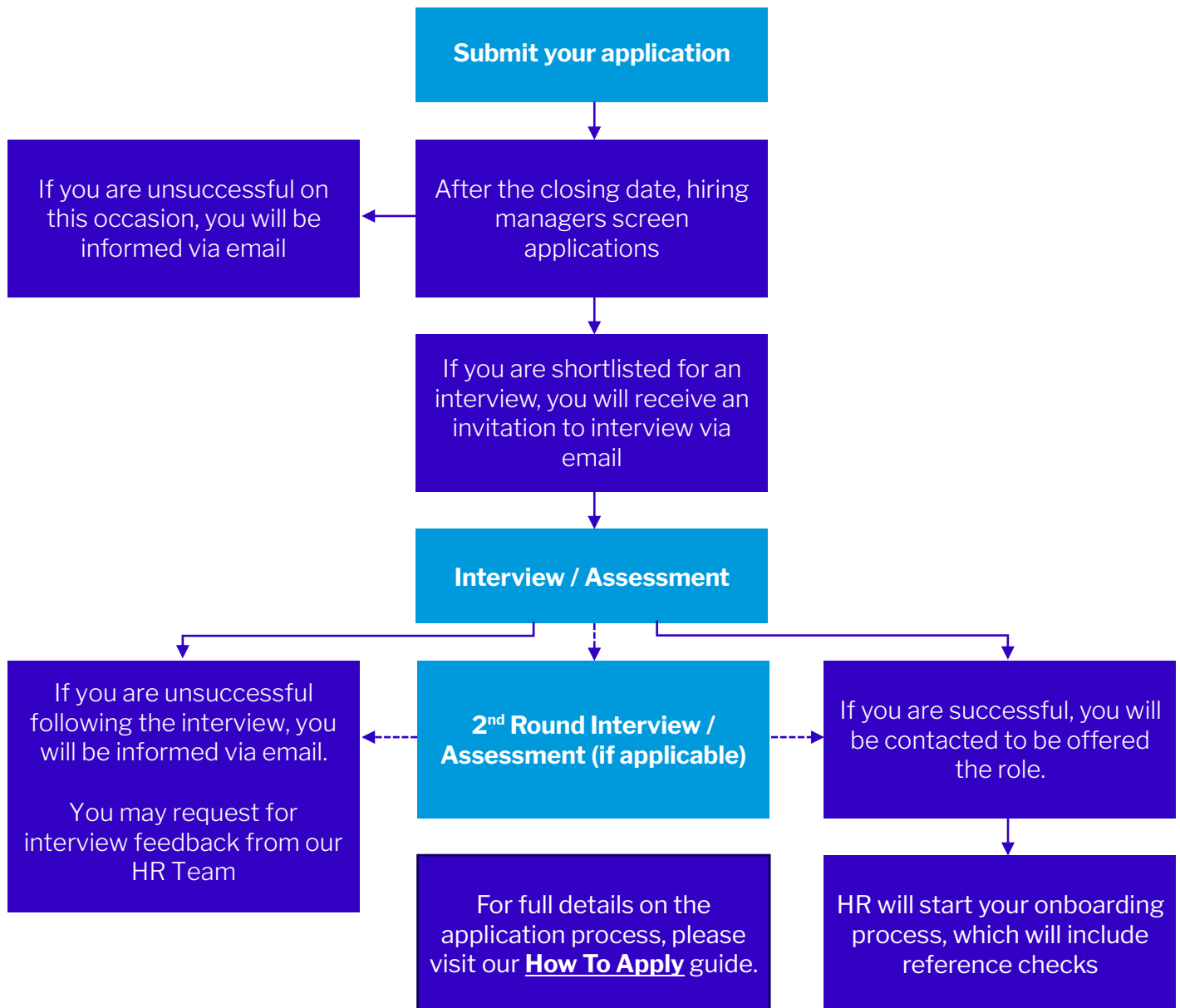
22nd December 2024



Interview Date

w/c 13th January 2025

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

Patron HRH The Duchess of Cornwall GCV
President HRH Prince Michael of Kent GCV

