

# Job description

## Job title

Head of Workforce Analytics & Operations

## Hours

37.5 – Full time

## Contract

Permanent

## Role profile and grade

OS50s – Grade 5

## Salary

Starting Salary £45,518 with biennial increments

## Location

Cheadle / Hybrid

## Reports to

Director of People and Culture

## Type of DBS required

Standard DBS (We will apply for this on your behalf.)

## Job purpose

- Support the Trust's Organisational vision by leading the development and implementation of workforce analytics and data driven insights, the recruitment strategy as well as overseeing the daily activities of the People Operations team.
- Working in collaboration with the Head of Learning and Organisational Development, and the Head of People Partnering & Transformation to develop and deliver a proactive service that supports the organisation and delivery of the People Strategy.
- Lead the development of a Trust-wide workforce plan which integrates with the Trust's strategic business plan.
- Develop and implement a workforce insights & analytics strategy that supports sustainable delivery and growth for the Trust aligned to strategic ambition.
- Identify and implement best practices for People Operations and Recruitment to enhance efficiency and effectiveness across the Trust.
- Provide workforce planning support and expertise to the People and Culture team and to service leads to enable them to build workforce planning capability and capacity within their service areas.
- Lead, develop and support the implementation of high quality, evidence based digital workforce solutions which positively impact upon the employment experience of the workforce.
- Lead and maintain the further development of the Trust's workforce analytics systems infrastructure in response to organisational, service and workforce needs.
- Work closely with the Director of People and Culture to ensure current and future service delivery meet the needs of the Organisation.

## Key responsibilities

### Team Leadership & Development:

- Lead, mentor, and develop a team of workforce analysts, recruiters and people operations professionals to their full potential through effective feedback, coaching and recognition, fostering a culture of continuous improvement and professional growth.
- Set individual and team objectives, undertake regular development appraisals and ensure all team members have personal development plans.
- Ensure the team and individual values and behaviours are in line with the Trust's values & behaviours.
- Promote a data-driven mindset within teams and encourage the use of analytics in People & Culture related decision-making.
- Deputise for the Director of People and Culture as required.

### Workforce Analytics:

- Utilise data to provide insights into workforce trends, employee performance, talent acquisition, and overall workforce effectiveness.
- Oversee the collection, analysis, and reporting of workforce data, ensuring accuracy, integrity, and consistency.
- Collaborating with other departments from across the Trust to integrate workforce analytics into broader business strategies.
- Collaborating with Service Leads to understand the narrative behind key performance indicators to ensure clarity of understanding by recipients.
- Lead the exploration of external benchmarking activity to identify areas of opportunity to increase effective use of resources across the Trust.

- Oversee the creation and maintenance of dashboards and reports to present key workforce metrics and insights to key committees, TLT and leaders.
- Continually monitor the Trust's workforce demographics against the ED&I dashboard. Report on progress against aspirations and through collaboration with People Partners and Service Leads agree required actions to support the Trust being fully representative of the communities we serve.
- Provide workforce analysis to regulators as required.

### **Strategic Workforce Planning:**

- Collaborate with Service Leads and People Partners to understand workforce needs and develop strategic workforce plans that align with business plans.
- Analyse turnover, recruitment, retention and staffing utilisation data to identify trends and opportunities. Through collaboration with Learning & Organisational Development team, identify and recommend proactive workforce capability solutions to improve the service to the people we support.
- Ensure the recruitment strategy is fully aligned and embedded into strategic workforce plans.
- Identify the most critical roles within the Trust and establish solutions to ensure a strong talent pipeline is maintained for these roles.

### **Employee Journey:**

- Develop and enhance the employer brand to attract new talent to the Trust, including creating compelling job descriptions, engaging recruitment marketing materials, and a strong online presence.
- Promote a positive candidate experience throughout the recruitment process to enhance the Trust's positive reputation.
- Implement effective sourcing strategies to identify, engage and attract passive and active candidates, utilising various channels such as job boards, social media, networking, and employee referrals.

- Through collaboration with other teams within People & Culture support the building of a strong talent pipeline to meet current and future hiring needs.
- Oversee the candidate selection process, including interview processes, assessments and reference checks, ensuring a consistent and unbiased approach which aligns with the Trust values.
- Develop and implement recruitment training to ensure managers are equipped with the knowledge, skills and resources needed to recruit for their teams.
- Streamline HR processes and workflows to reduce administrative pressures and improve service delivery.

### **Equity, Diversity, Inclusion and Belonging:**

- Champion initiatives that promote equity, diversity, inclusion and belonging within the workplace, ensuring all employees feel safe, valued and respected.
- Monitor and report on the effectiveness of EDI&B initiatives.

### **Innovation & Continuous Improvement:**

- Stay informed about industry trends and innovations in workforce analytics and operations to ensure the Trust continues to operate in an efficient and effective way.
- Seek feedback to identify opportunities for improvement.
- Evaluate and refine recruitment processes and tools to enhance the candidate experience.
- Represent the Trust at regional and national levels on professional matters, developing partnerships, sharing best practice and integrating this knowledge within the Trust.

### **Compliance & Best Practices:**

- Ensure processes for recruitment and HR operations are efficient and comply with national standards and legislative and governance requirements.

## Other responsibilities

- Actively engage with the Together Trust's vision, mission and values.
- Commit to promoting equality, diversity and inclusion.

## Additional information

- Additional information

## Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Education, qualifications and training	Educated to Degree or equivalent / work-based experience.  Evidence of Postgraduate Studies at Level 7 or equivalent	Management qualification  Data/Analytics Qualification  MCIPD
Experience and skills	Significant recent operational management experience and skills, sufficient to lead and motivate a team of data experts and recruitment specialists, demonstrating evidence of driving a performance culture by providing direction, enabling others to perform, and holding to account for performance	Current/recent experience of recruitment processes, legislation, governance, and controls

	<p>Experience of policy review and development</p> <p>Experience in process reviews and managing and delivering improvement change programmes</p> <p>Demonstrable experience of Business Planning</p> <p>Extensive experience of telling stories with key workforce information as well as driving actionable insight</p> <p>Experience of providing people management services to a wide range of staff from different professional and occupational backgrounds</p> <p>Significant experience of building, maintaining and utilising successful partnerships across a range of stakeholders to influence and drive change</p> <p>Previous experience in implementation of Workforce strategy, change management, and measurement of performance against KPIs</p> <p>Successful development of stakeholder and communication strategies</p> <p>Ability to prioritise work</p>	
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	<p>and meet tight and multiple deadlines</p> <p>Proven track record of setting team goals and achieving them</p>	
<p><b>Knowledge and understanding</b></p>	<p>Proven ability to analyse complex issues and recommend appropriate interventions and solutions to others</p> <p>Excellent communication skills with a proven ability to communicate effectively and sensitively with a wide range of people</p> <p>Ability to analyse reports and make relevant recommendations on service improvement</p> <p>Ability to work to tight and challenging deadlines, managing complex and multiple pieces of work</p> <p>Extensive knowledge of Safer recruitment and managing pre-employment checks</p> <p>Ability and confidence to present complex data and communicate effectively in a wide range of meetings, including large meetings of senior staff and boards, using visual aids.</p> <p>Ability to write briefings and papers explaining</p>	



	complex issues to wide and diverse audience.	
<b>Other</b>	Ability to travel across the Together Trust locations  Lead and role model for Trust values and behaviours	

Applications are very welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.

If there is any part of your lived experience you want to keep confidential in some way please talk to the Recruitment or HR shared service teams and we will do what we can to support you.