

Job description

Job title

People Operations Advisor

Hours

37.5 hours per week

Contract

Permanent

Role profile and grade

OS35S – Grade 3

Salary

£36,040

Location

Hybrid working

Reports to

People Operations Manager

Type of DBS required

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

Job purpose

- To support and assist the People Operations Manager in the provision of a high quality, proactive and efficient People Operations service to managers and colleagues within the Trust.
- To manage efficient and effective maintenance of employment and compliance information in paper records, online and in people systems
- Ensure best practice is shared and developed across the team and to managers in the Trust to deliver against the service level agreement.
- To develop, coach and support a People Operations administration team to provide first line advice, ER correspondence production,

data and compliance integrity (including employment checks) and analyse people information for pulling out themes and trends and drive efficiencies.

- To liaise with other colleagues and teams across the People, Culture & Digital team and the rest of the organisation as appropriate to maintain effective communication links, ensuring that best practice is shared and developed.
- Use data to drive decision making and process efficiencies across the team.

The post holder will embrace the core values of the Together Trust, which are:

- - Compassionate
 - Collaborative
 - Courageous

Key Responsibilities:

SHARED SERVICE SYTEM AND PROCESSES

- Be the People Operations super user for the iTrent system and manage all the data within that system; including the managing of the establishments, setting up of new employees, RED processing, data for single central record, incremental progression payments
- Provide expertise where the system needs changing, or new processes are needed to support and operationalise new or current People & Culture policies, procedures and practices
- Maintain a master document of all terms and conditions
- Ensure People Operations standard operating procedures are developed to document all processes
- Audit the establishment report weekly for missing information and inaccuracies against the master document and iTrent.
- Have overall responsibility for data and the filing system, its audit and archiving of leavers as required in the records retention schedule
- Be the People Operations expert in the onboarding module of the Applicant Tracking System, Tribepad and drive onboarding efficiencies through this

FIRST LINE ADVICE

- Understand all People & Culture policies and procedures to be able to lead and guide the People Operations administration team in giving first line advice and develop their ability to provide this service.
- Advise and support when this needs to be escalated

SERVICE DELIVERY

- Use Zendesk to manage allocation of workload across the People Operations admin team
- Provide data to inform against the service level agreement delivery and drive efficiencies
- Oversee that all relevant contracts and contractual records are produced timely and accurately Support colleagues with the delivery of transitional services in respect of organisational change when required, for example TUPE documents or restructure letters
- Lead the administrators to support the onboarding of new colleagues and bank workers in line with safer recruitment.
- Oversee the risk assessment process for any positive DBS employees
- Conduct a monthly audit of new starter files to ensure safer recruitment compliance
- Conduct a monthly audit of iTrent of new starter information and RED details have been completed accurately
- Audit the increment process to ensure its accurate delivery
- Lead the administrators to support the compliance checking for all colleagues and bank workers where this applies in line with safer recruitment.
- Oversee the DBS renewal process
- Support the long service process
- Create and maintain links with 3rd party providers and ensure the relationships are effective and productive, for example the applicant tracking system and DBS check umbrella bodies

- Work with the occupational health supplier and other wellbeing suppliers to deliver new starter health checks

TEAM LEADER

- Lead the People Operations admin team to operate with a service first, EDI focussed approach to how they do their work
- Provide all required leadership support, to include 121s, supervisions, appraisals, performance and absence management and communications for all team members
- Be responsible for all team iTrent requirements regarding people processes for the individuals that you line manage
- Develop and resource the People Operations admin team to meet Trust and service requirements
- work with other colleagues to deliver the People and culture strategy
- Embed the Together Trust's values and behaviours into conversations about performance and development

PROFESSIONAL DEVELOPMENT

- Keep up to date with People & Culture best practice and employment law
- To ensure own professional development and regular updating of professional knowledge to maintain CIPD professional requirements.
- Progress and develop individual continuing professional development
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STANDARD REQUIREMENTS FOR ALL ROLES

- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere

to all Trust policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

- **Code of Conduct:** Maintain a consistently high standard of conduct and to provide the highest standard of service in accordance with the Trust Code of Conduct for all employees.
- **Equal Opportunities:** Promote the concepts of equality of opportunity and managing diversity Trust wide.
- **Health and Safety:** Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- **Professional standards and performance review:** Maintain consistent high professional standards and act in accordance with the relevant Professional Code of Conduct. Employees are expected to participate in the performance review process.

SUMMARY

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay grade. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder.

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	Good standard of General Education to GCSE or equivalent CIPD level 5 OR Degree and relevant experience	Degree level education
Experience and skills	Experience of providing HR generalist services Experience of providing insights from Data and using the data to drive efficiencies Experience of dealing with queries from staff at all levels and advising leadership Experience of HR databases and systems Experience of working in a busy environment Excellent written and verbal communication and presentation skills Effective interpersonal skills Ability to deliver a varied workload to agreed deadlines Ability to remain objective and calm when dealing with emotional/difficult circumstances	Experience of providing HR within an education and/or social care sector Experience of confident leadership of a team and processes. Experience of implementing/working in a shared service HR team Has written policy documents and produced workflows

	Innovation and drive Good analytical and problem solving skills Good IT skills, can use Microsoft office, intermediate excel and HR systems Ability to work collaboratively with others to achieve team goals Strong service user ethic Evidence of using influencing skills Structured approach to working and report writing	
Knowledge and understanding	Up to date working knowledge of Employment law Understanding of HR policies and procedures Knowledge and understanding of Equal Opportunities legislation and its application and having and good understanding of inclusion.	Knowledge of Ofsted and CQC staff requirements Knowledge of job evaluation methodology
Other	Able to demonstrate partnering and support and challenge to leaders and staff where required Self-motivated Ability to work flexibly to meet workload/demands Commitment to continuing professional development Good team player	Car owner/driver, access to be mobile in role



	Commitment to Trust values at all times Able to flow to work and adaptable when asked to support other work in HR Operations	
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Applications are 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.