

JOB DESCRIPTION

Post:	Human Resources Operations Manager
Directorate:	Performance
Department:	Human Resources & Organisational Development
Location:	Allocated to Offices in Armagh, Banbridge or Craigavon as required.
Reports to:	Head of Human Resources and Organisation Development
Salary	PO9 (subject to review)
Hours:	37 hours per week, the post holder may be required to attend Council meetings outside of normal working hours.

All employees are expected to model the Customer Care behaviours of "Serve Passionately, Engage Positively and Deliver Consistently."

JOB PURPOSE:

To oversee and effectively manage the services within the Human Resources Department of the Council. The post holder will lead the Human Resources Operations Teams in the provision of a modern professional, customer-focused and responsive Human Resource Service to support the Council in delivering its strategic objectives. The post holder will support the Head of Human Resources and OD to report on Human Resources issues at Council and committee meetings and may occasional be required to attend such meetings. They will also have an influencing role in other functional areas.

MAIN DUTIES AND RESPONSIBILITIES:

1. Develop and manage a professional and comprehensive range of Human Resources services suited to the needs of the Council in pursuit of value for money and best value within Council policies and guidelines.
2. Responsible for the effective development and delivery of a portfolio of services including:-

- HR Strategy and Services;
 - Employee Relations;
 - Attendance Management;
 - Recruitment;
 - Union Engagement.
3. Ensure delivery of effective, agile and flexible HR solutions to all Departments across the Council.
 4. Develop and review HR strategy to include development of appropriate best practice and creation of conditions where employees can successfully meet the challenges of the organisation.
 5. Advise Directorates and Departments on the HR implications of strategies and business plans etc. and assist them to plan and implement organisational change.
 6. Assist the Head of Human Resources & OD in developing a HR Strategy and Workforce Plan for the Council to include:
 - Establishing the culture and values of the organisation;
 - Organisation design, populating structures and managing any subsequent employee issues that arise;
 - Workforce efficiency and resourcing measures including productivity, alternative service delivery models, terms and conditions of service etc;
 - Reviewing and redesigning services;
 - Management systems and processes.
 7. Support the Head of HR & OD, the Executive Management Team and Chief Executive, in ensuring that the strategic direction of the HR and OD Department is aligned to the Council's Corporate Vision.
 8. Develop and lead on local Employee Relations forums.
 9. Manage and develop staff within the Employee Relations, Recruitment and Absence teams to ensure that they and any employees for which they are responsible:
 - Promote a "One Council" approach;
 - Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
 - Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
 - Operate within Council policies and procedures;
 - Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
 - Efficiently and effectively manage available resources;

- Deliver their agreed targets;
 - Work in a corporate and collaborative way with other services and departments.
10. Provide professional guidance and advice to Directors, Heads of Department, Council officers, Committees and Council on policy and strategic decisions.
 11. Interpret and make recommendations on Employment legislation and the implementations for the Council and implement change, as appropriate.
 12. Liaise with legal representatives on complex employee issues.
 13. Produce and co-ordinate reports for Council Committees and other Human Resources information, briefing material and reports as required by the Head of Department.
 14. Attend Council and Committee meetings to support the Head of Department, as required, and provide professional advice to elected members.
 15. Support the Head of HR & OD, the Executive Management Team and elected members.
 16. Develop, implement and review Human Resource policies which complement the Council's strategic objectives.
 17. Take overall responsibility, within the Service area, for the effective management and resolution of stakeholder and customer queries and complaints, Freedom of Information and other information requests.
 18. Participate in cross-departmental working groups on Council projects to ensure that Human Resource needs are addressed and provide professional advice on employment issues.
 19. Be responsible for electronic and paper-based employee records held.
 20. Represent the Head of HR & OD on all Human Resources issues within the post holder's area of responsibility.
 21. Contribute to and/or lead on sectoral and professional working groups on Human Resources and Workforce Development.
 22. Represent the Council and liaise and consult with external bodies and organisations as required.

23. Regularly review the services provided by the Human Resources Department and identify opportunities for improving economy, efficiency and effectiveness.
24. Keep abreast of professional development issues and take responsibility for personal learning and development.
25. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.