

JOB DESCRIPTION

<u>Job Title:</u>	People Services Manager
<u>Department:</u>	People Services
<u>Reporting to:</u>	Director of People and Culture
<u>Responsible for:</u>	Business Partner/s, Co-ordinators, Payroll Administrator
<u>Contractual office base:</u>	Huntingdon
<u>Job role type:</u>	Hybrid working, with working from Trust or other locations as needed for effective delivery of the role.

Main Job Function:

To provide effective leadership and management of the People Services Team (People and Payroll) to enable the effective delivery of our people services vision and strategy. Setting ambitious KPIs and Service Level Agreements (SLAs), maintaining professional standards and ensuring that all regulatory and legislative obligations are met.

Driving a culture of empowerment, inclusion and engagement, developing managers to proactively support and manage their teams, leading with empathy and kindness, and a solutions driven approach.

Implementation, management and review of people policies and processes, utilising the systems and data to inform development areas and drive continuous improvement in the efficient and effective delivery of services.

Main Duties:
Service Delivery

Develop, publish and embed customer service standards for all customer facing people services tasks, monitoring and reporting against these standards.

Manage the workload of the People Services Team, monitoring volumes, identifying trends, any areas of concern, ensuring service levels are consistently met whilst maintaining professional standards and adhering to all regulatory and legislative obligations.

Utilise our People Systems and data available to inform areas of development and improvement in People Services across the Trust.

Regularly assess current and future people services needs, using data and knowledge to ensure the appropriate resources are available at the right time to consistently deliver a high quality service

Develop and implement effective inclusive people processes across the Trust, driving continuous improvement and achieving consistency Trust wide.

Team Leadership and Management

Leadership and line management of the People Services team – including payroll, adopting a coaching and collaborative culture to develop and nurture skills, experience and talent in the team.

Hold regular, meaningful 121s and quarterly reviews, setting and reviewing realistic but challenging targets to contribute to personal development and delivery of strategic priorities and People Plans.

Be an active contributor to the Leadership Team providing people updates and insights, using internal and external data to inform these updates.

Produce regular and ad hoc reports as requested for Executive Team and wider including Gender Pay Gap and pension governance.

Maintain the departmental risk register, highlighting areas of potential organisational risk to the Director of People and Culture.

Support the continued development of our Equality, Diversity and Inclusion commitments, including Disability Confident, integrating our values and desired culture statement in all we do.

Support the Director of People and Culture in the continuous development and implementation of people and culture plans, to deliver people services which support the Trust in delivering our wider strategic priorities.

Provide support to Managers in complex employee relations matters, managing any areas of potential risk to the Trust.

Lead any TUPE projects and consultation requirements in line with business requirements, developing project and implementation plans, monitoring progress and escalating issues where required

Quality

Review and update people policies incorporating current employment law and relevant best practice, particularly equality, diversity and inclusion.

Proactively review recruitment and retention practices, including employee on-boarding and off-boarding, working with others to develop a strong employer brand and employer of choice status.

Closely monitor delivery of agreed KPIs and SLAs, taking prompt action to rectify any areas of non delivery and/or compliance.

Be a role model for our values, leading by example, demonstrating positive, inclusive behaviours in all you do

Keep up to date with employment law and current people best practice, anticipating future changes and assessing how these may affect the organisation and our people.

Projects

Working with others, contribute to the development and implementation of people skills training solutions for our Managers, promoting empowerment to confidently manage and develop engaged teams.

Support with the development of strategies across the organisation.

With the Director of People and Culture and others develop our digital people services, particularly payroll, HRIS and learning platforms, to deliver an efficient, one stop service to our customers.

Data owner of our people systems, ensuring the data held is accurate and relevant.

Support the development of a “you said, we did” culture, to increase customer engagement and the building of meaningful engagement culture.

Finance and Audit

Develop and maintain the People Services budget as per the budget planning process and in line with the Culture and People Plan and related strategies.

Develop and present business cases and cost/benefit analyses for People Services innovations in line with strategies and plans.

Procurement and management of People Services related contracts and services in line with the Trust’s procurement policy and processes, ensuring value for money and effectiveness of delivery is maintained.

Lead on contract management for People Services contracts and services, regularly review and ensure best value of current contracts

Implement team audit procedures to ensure compliance with internal and external audit requirements.

Safeguarding

To safeguard the health, well-being, and safety of the customers we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person’s welfare, to immediately report these concerns in line with the appropriate policy and procedure.

Health and safety

To lead health and safety within your team setting clear examples of good practice, ensuring they report accidents and near misses.

Work within the organisations health and safety policies and procedures

Be responsible for your own safety reporting any accidents or near misses to your Line Manager

Highlight any concerns over equipment, processes or activities whether in house or by contractors or others to your Line Manager

When working in an office report any defects to your Line Manager
Report any safeguarding concerns to your Line Manager

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required.

Date of Description: 10 January 2024

Job Description Ref: People Services Manager

Prepared by: Director of People and Culture

Person Specification



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Job Title: People Services Manager	Essential/ Desirable
Values	
A high level of confidence around disability particularly: <ul style="list-style-type: none">• An understanding of the social model of disability;• Understanding of the impact that disability might have on the individual and the people around them;• A passion for equality and social change. Disability Confident Leader Status	Desirable
A personal affinity with the values of The Papworth Trust, and a commitment to the strategic outcomes of the charity.	Essential
Skills	
Able to identify and deliver people/L&D interventions and solutions to meet organisational needs	Essential

Excellent organisational and time management skills, able to manage resources to deliver an efficient and effective service	Essential
Able to prioritise and effectively delegate in order to deliver excellent customer service.	Essential
Clear and effective communication skills, able to influence, negotiate and professionally challenge at various levels	Essential
Sharing of knowledge to support the development of others	Essential
Coaching skills, able to empower managers to manage and support their Teams with empathy and kindness.	Essential
Able to adapt to maintain professional standards and quality at times of high workload	Essential
Being pragmatic, resilient and motivated to embed quality and standards in the Team	Essential
Well developed, diplomatic listening skills, with ability to reflect listening and understanding in our policies and processes	Essential
Ability to apply discretion, empathy and initiative in dealing with sensitive/complex issues.	Essential
Analytical skills to solve problems and identify improvements in ways of working	Essential
Able to build trusted relationships and work collaboratively with others	Essential
Broad IT skills – Word, Outlook, Excel, able to manipulate and interoperate data	Essential
Knowledge	
Up to date knowledge of current and future employment law legislation and best practice – including equality, diversity and inclusion	Essential
HRIS systems – development of and effective use of data to inform future practices	Essential
Sound knowledge of ER issues/policies and procedures and a proven track record of dealing with a range of complex employee relations issues	Essential
Working knowledge of Access Workspace HRIS	Desirable
Knowledge of payroll regulations and requirements, including HRMC and gender pay gap	Desirable
Experience:	
Leadership, management and development of a People Services/HR Team	Essential
Overall management of a People Services/HR Team workload, including casework,	Essential

administration, KPIs and projects	
Delivery against Team objectives and/or service level agreements/KPIs, with a strong focus on customer service	Essential
Experience of successfully developing and implementing inclusive people policies and operational plans across an organisation	Essential
Coaching to empower others to proactively manage and support their teams	Essential
Production of learning material to support development of line managers	Desirable
Drafting of people strategies, including equality, diversity and inclusion	Desirable
Writing and presentation of people updates/departmental plans to a range of stakeholders	Desirable
Management of payroll/payroll function	Desirable
Leading on and undertaking consultation with staff and/or trade unions	Desirable
Working within people services in a regulated environment, such as work, housing or care	Desirable
Education training and qualifications:	
Relevant professional qualification – Level 5 CiPD Qualification	Essential
Evidence of ongoing professional updating and development	Essential
Effective coaching skills training	Desirable
Other requirements of the role	
Able to travel to meetings and training as required	Essential

Please note a Disclosure and Barring Service (DBS) Enhanced Check is required for this role