



# HEAD OF HR (OPERATIONS)

**Status:** Permanent

**Working Pattern:** 52 weeks per year (full-time), 34 days annual leave inc. bank holidays

**Hours:** 37 hours per week

**Salary:** £55,000 - £65,000

**Location:** Primarily based in Central Birmingham at Assay Studios (Head Office) with travel to schools as required.

**Start Date:** As soon as possible



Central Region  
Schools Trust

Founded by the RSA

# ADVERT

Central Region Schools Trust (CRST) is seeking to appoint a Head of HR (Operations) who can lead on delivering the People Plan - with an operational focus - in line with the Trust's strategic aims.

The key purpose of the role is to provide a comprehensive, responsive, effective and professional HR service, adding value to the Trust thereby supporting social justice through exceptional schools. This will include the leadership of the HR team and day to day operations, policy development, compliance, recruitment, retention, and supporting continuous professional development for all employees of the Trust.

The successful candidate will support the delivery of the People Plan, with a strong focus on leading the execution of agreed development and maintenance priorities with and alongside the HR Team members. It is essential that the successful candidate has significant knowledge and experience of project management and change management, with a strong appetite for operational delivery, and it would be advantageous if they have worked in an educational setting.

The successful candidate will report to the Chief Operating Officer and will be responsible for developing and implementing HR policies and procedures that support the delivery of our mission and vision underpinned by our values of integrity, excellence, creativity, community, and respect. The successful candidate will be responsible for ensuring that the Trust and all Trust schools comply with employment law. This will include tracking all operational aspects of the HR functions to ensure service delivery and compliance.

Further information about the Trust can be found on our website at [Central Region Schools Trust – Founded by the RSA](#).

**How to apply:** To apply for this position, please access the Trust Vacancy page on our website: ([Vacancies – Central Region Schools Trust](#)).

Applications should be submitted by **10:00am on 12th December 2024**. However, early applications are encouraged as we reserve the right to interview earlier for this post should suitable candidates apply.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. The successful candidate is required to undergo an Enhanced DBS check with Children's barred list.

**Central Region Schools Trust – Supporting Social Justice through Exceptional Schools.**

# BACKGROUND

We are a unique and exceptional Trust of 13 schools serving over 7000 young people, many in areas of high deprivation.

Central Region Schools was originally founded by the Royal Society of Arts (The RSA). With a consistent legacy of enhancing lives, our mission of 'social justice through exceptional schools' seamlessly aligns with that of the RSA's, driving us to elevate educational excellence throughout our schools.

## **Our Vision**

As a Trust founded by The Royal Society of Arts, our exceptional schools work together to create learning that is inspirational for all: igniting imagination and enabling creativity and curiosity which results in the highest achievement.

People are valued and happy, developing their knowledge, attributes, skills and networks for success and fulfilment.

In our empowered communities, everything is possible and aspirations are high.

Outcomes are highly impressive.

Staying true to the principles of our founding organisation, we take a practical view of social justice, moving from powerful thinking into practical action. We consider how our people, places and processes can best support social justice, putting this commitment into practice. Fundamental to this are inclusion and equity. Our vision seeks to articulate how we do this.

Creating the culture in order to best deliver our vision in practical ways is what we seek to support. School culture can be defined as the guiding beliefs and values evident in the way a school operates. 'School culture' can be used to encompass all the attitudes, expected behaviours and values that impact how the school operates.' Fullan (2007). Our guiding principles are organised into three categories: people, places and processes.

It is vital we get our school culture right. It is bigger than compliance: we are clear that our culture is delivered through shared endeavour, professional high expectations, warmth, inclusivity, positivity and kindness. It is the intentional behaviours and mindsets that shape the thinking, the communication, the values and mission. The danger of not getting the culture right is that this will significantly limit our progress towards ensuring sustainable excellence in each of our schools.

Culture, in the communities our Trust serves, matters. Our leaders strive to establish our strong distinctive culture and we are consciously developing a shared language. In order to grow this further, and sustain our strong culture into the future, we need to define what it is we do that builds and secures a rich, safe culture. Without this clarity, through changing personnel and drifting norms, a strong culture can be easily eroded and eventually lost completely.

# LOCATION

Our schools are located in Worcestershire, Birmingham and the Black Country, with our Head Office in the centre of Birmingham, in the Jewellery Quarter. The Trust is a mix of nursery, primary, first, middle, high and secondary schools (all of which have sixth forms).. You will be based in the vibrant Assay buildings, seven minutes' walk from New Street Station, Birmingham.





# JOB DESCRIPTION

**Job Title:** Head of HR (Operations)

**Reporting to:** Chief Operating Officer (COO)

**Responsible for:** HR Team

**Location:** Assay Studios with travel to Schools across the Trust

## Main Duties & Responsibilities

The duties and responsibilities listed below are indicative of the tasks the Head of HR (Operations) will perform and are not intended to be an exhaustive list. The postholder will be expected to take on additional responsibilities appropriate to the role as they arise.

## Leadership and Management

- Deliver a comprehensive HR service including the provision of professional and confidential HR and employment law support, advice, and guidance, ensuring full use of SLA to avoid duplication.
- Under the direction of the COO formulate and implement the operational plans and associated policies within the organisation working alongside executive and school leaders.
- Provide support, coaching and training to all leaders on the people management implications of policy. Tracking of strategy delivery, CPD plans, succession tools and provide analysis and intelligence/ reporting on these on a regular basis.
- Advise and support the Executive Leadership Team and other leaders in managing change, including workforce remodelling and organisational restructuring.
- Identify, monitor, and analyse workforce statistics and report on these to other Trust leaders.
- Ensure full use of our SLA with our HR provider is fit for purpose and delivering excellence.
- Lead and develop the Trust's HR team, providing and ensuring strong line management support of the team members.
- Ensure the team's professional succession.
- Contribute to the due diligence and project management process for all team members to join the Trust for any HR aspects including TUPE consultations.
- Develop effective professional working relationships with stakeholders at all levels, including colleagues, Trade Union representatives and external agents.
- Ensure excellent communication of policies, procedures, processes and project progress with all stakeholders.
- Develop and apply key performance indicators to inform people management strategies; effectively manage HR data and KPIs to identify and address areas requiring improvement.

### **Recruitment, Induction and Retention**

- Contribute to the Trust's strategies in relation to recruitment and retention, succession planning and talent management, and learning and development.
- In conjunction with line management support ensure that the Trust has an appropriate induction programme for new joiners and effective end of contract procedures for leavers, that is consistently tracked and monitored for quality.
- Be responsible for ensuring consistent recruitment process across the Trust, supporting recruitment by individual academies, and for ensuring recruitment priorities align with the Trust's aims.
- Manage the Trust's procedures for conducting pre-employment checks and ensure Safer Recruitment practices are adhered to throughout the recruitment process.
- Ensure the HR Team are strong advocates of the mission, vision, values of the trust including our distinctive culture (people, plan, process) in all communications, internally and externally.

### **Appraisal, Pay & Conditions**

- Support effective pay and appraisal processes across the Trust, and for ensuring that these align with the Trust's strategic plans and aims.
- Oversee the Trust's approach to appraisal, making improvements as necessary.
- Develop the Trust's pay scales for all roles, ensuring these remain appropriate and support the Trust's efforts to recruit the best possible staff.

### **Employee Engagement & Well-being**

- Support employee wellbeing and job satisfaction, which aids the Trust in its efforts to recruit and retain the best staff.
- Develop, implement, and monitor staff wellbeing and engagement programmes, and report on the impact of these to the COO as appropriate.
- Work with unions and professional associations, maintaining strong and effective relationships that support the Trust's employment approach and responsibilities.
- Work with other Trust leaders to consult with staff on job satisfaction, helping them to implement changes or improvements where appropriate.
- Proactively support the management of Employee Relations casework including Disciplinary, Grievance, Capability/Performance, Absence Management and organisational restructuring including TUPE transfers and or redundancies; identification of risk and ensuring evaluation of when SLA is to be used.

### **Policy & Process Development**

- Take the lead in development and review to an agreed schedule and revising the Trust's suite of HR policies.
- To produce maintain, communicate, and ensure access and usage of template letters, contracts of employment and other written communication for use across the Trust and in keeping in with Trusts policy and procedures.
- To keep up to date with developments in employment legislation and HR best practice.

## Compliance & Governance

- Ensure that relevant legislative and educational employment knowledge is kept up to date within the Trust and wider academy HR teams, advising on the interpretation and implementation of changes to ensure that all policies and procedures are up to date and legally compliant, utilising our Lawyers as appropriate.
- Ensure that the Trust is compliant with equality legislation, in terms of arrangements for pay and conditions across its schools, giving professional recommendations and implementing action plans to address any inconsistencies of approach.
- Advise on compliance and risk management issues.
- Develop and maintain all HR related policies and procedures, systems, and processes to reflect the Trust's mission, vision and values, ensure this is underpinned by statutory compliance, best practice and added value through the delivery of our culture strategy
- Ensure all HR related statutory reports and returns (eg workforce census, gender pay gap reporting etc) are accurate and completed.
- Ensure Leaders compliance with the requirements of Safer Recruitment.
- Ensure that HR record keeping including the Single Central Record is accurate and compliant
- across the Trust.
- Provide regular reports on HR related matters such as employment, sickness absence and other staff issues, providing and analysing data appropriate to audience at different levels.



**The job description may be amended at any time in consultation with the postholder.**






# PERSON SPECIFICATION


We are seeking to appoint a HR Professional who is able to demonstrate the following qualities and experience. Please note that if you are shortlisted any relevant issues arising from your references will be taken up as part of your Pre-Employment Checks.

Criteria	Essential	Desirable	Method of Assessment
 <p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of working in a senior HR role with a strong track record of employee relation case management, such as disciplinary, capability, absence, grievance, and redundancy</li> <li>• Proven track record of operational HR management</li> <li>• Experience of HR project work including organisational change, TUPE transfers and development and implementation of HR policies and guidance</li> <li>• Familiarity with best practice restructuring and redundancy processes and experienced in coaching managers through this and leading where necessary</li> <li>• A confident user of Microsoft Office and experience of HR management information systems</li> <li>• Experience of successfully leading and managing a team effectively</li> <li>• Knowledge of statutory requirements and legislation relating to employment law</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of HR in an education setting</li> <li>• Knowledge of School Teachers Pay and Conditions</li> <li>• Experience of working with Trade Unions</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• References</li> <li>• Interview</li> </ul>
 <p><b>Education &amp; qualifications</b></p>	<ul style="list-style-type: none"> <li>• Chartered Institute of Personnel and Development (CIPD) Level 5 qualified or commitment to work towards this.</li> <li>• Valid full UK driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• A commitment to on-going personal development and willingness to undertake appropriate training.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>



 <p><b>Skills and Abilities</b></p>	<ul style="list-style-type: none"> <li>• Accuracy and strong attention to detail</li> <li>• Good negotiation skills</li> <li>• Ability to always maintain strictest confidentiality and integrity</li> <li>• Ability to organise, lead and motivate other staff</li> <li>• Ability to liaise with other members of staff in a professional manner</li> <li>• Ability to plan and develop systems</li> <li>• Ability to motivate staff and facilitate teamwork in order to achieve excellent standards of service delivery</li> <li>• Ability to work under pressure and meet deadlines</li> <li>• Excellent, oral written and analytical communication skills</li> <li>• Ability to research, analyse, reason logically and effectively within tight and conflicting timescales</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to interpret complex data</li> <li>• Ability to present data to all levels of management</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• References</li> <li>• Interview</li> </ul> <p>In addition to assessing the candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including:</p> <ul style="list-style-type: none"> <li>• motivation to work with children and young people</li> <li>• ability to form and maintain appropriate relationships and personal boundaries with children and young people</li> <li>• emotional resilience in working with challenging behaviours.</li> </ul>
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 <p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Commitment to working collaboratively across the schools to improve the HR service</li> <li>• Commitment to building positive and effective relationships based on trust.</li> <li>• Excellent planning and organisation skills</li> <li>• Ability to work on own initiative</li> <li>• Reliable and trustworthy</li> <li>• Flexible and adaptable</li> <li>• Commitment to own and team learning and professional development</li> <li>• Model and always demonstrate the Trust’s core values to students and staff</li> <li>• Exercise accountability effectively, efficiently, and fairly</li> <li>• Excellent time management and ability to work under pressure to tight deadlines</li> <li>• Personal probity and integrity</li> <li>• Resilience, adaptability, and resourcefulness</li> <li>• Suitable to work with children/young people</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• References</li> <li>• Interview</li> </ul>
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***Central Regions Schools Trust – Supporting Social Justice through Exceptional Schools.***

# OUR VALUES

## Integrity

Integrity in everything we do, in our leadership and practice, in our approach and in the ways we build the character of our children.



## Community

Building empowered communities and networks where everything is possible and aspirations are high.



## Excellence

Excellence in leadership, teaching and learning, resulting in excellent outcomes for every child.



## Creativity

Creativity is fostered to encourage powerful thinking into practical action.



## Respect

Respect for others is intrinsic in all our behaviours and ensures we embrace all strands of inclusion.



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*Central Regions Schools Trust – Social Justice through Exceptional Schools'.*

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crst.org.uk

**Need more advice?**

Please see our website  
(Central Region Schools Trust  
- Founded by the RSA)