

RESOURCING & PEOPLE SERVICES MANAGER

The Sir John Brunner Foundation Centre (Northwich)

Grade 10: £39,189 - £45,291

Job Description & Person Specification

Job Description

Reporting to

The Director of People & Culture

Purpose of the role

The Resourcing & People Services Manager is responsible for overseeing the efficient delivery of transactional HR services across the Foundation. This role entails leading a dedicated team, managing HR processes, fostering stakeholder relationships, ensuring compliance with regulations and policies, and driving continuous improvement initiatives

The Resourcing & People Services Team act as the first point of contact, and the team will be responsible for providing advice and guidance, signposting to the appropriate place in the case of more complex matters. This team process all transactional HR matters, including: recruitment, contracts management, HRIS maintenance, performance review cycles, training records and payroll.

Main responsibilities

Shared Services Management

1. Lead and manage the HR shared services team, providing direction, support, and mentorship to team members for delivering transactional HR services across the Foundation.
2. Develop and implement standard operating procedures, service level agreements, and performance metrics to ensure service excellence.
3. Provide guidance and support to team members in resolving complex HR queries and issues.
4. Oversee the administration of HR processes, including employee records management, payroll, benefits administration, and HRIS maintenance.

5. Lead HR projects and initiatives from time to time, including those which support growth, sustainability, innovation and quality.

Process Management

1. Oversee the administration of HR processes, including recruitment, onboarding, offboarding, payroll processing, benefits administration and HRIS management.
2. Maintain standard operating procedures and service commitments to ensure consistent and efficient service delivery.
3. Continuously review and streamline HR and payroll processes and procedures to improve efficiency, accuracy, and compliance.
4. Identify opportunities for automation and digitisation of HR processes to enhance service delivery and user experience.
5. Collaborate with IT, Finance and other stakeholders to implement HRIS enhancements.

Compliance and Risk Management

1. Ensure compliance with employment legislation, regulations, and Foundation policies across all HR processes and activities.
2. Monitor and mitigate HR-related risks, such as data privacy and security risks.
3. Conduct periodic audits and reviews to assess compliance and identify areas for improvement.

Stakeholder Engagement

1. Build strong relationships with foundation and academy leaders, HR Business Partners, and other stakeholders to understand HR service needs and priorities.
2. Act as a primary point of contact for HR-related queries and escalations, providing timely and effective support and resolution.
3. Act as a trusted advisor to academy leaders and managers on HR policies, procedures, and best practices.
4. Monitor the service performance, and provide regular updates and reports on HR service performance and key metrics.

Other

1. Putting children and young people at the centre of everything the Foundation does, and to ensure their safety and welfare of children and young people across the Foundation.
2. To identify and implement opportunities for the Foundation to operate in a more effective and efficient manner for the benefit of stakeholders.
3. To continue to build upon the positive reputation of the Sir John Brunner Foundation and its rich history to ensure its long-term success and sustainability, liaising with external stakeholders at national, regional and local levels.
4. Build effective relationships with other MATs to facilitate the sharing of expertise and best practice and working closely with those schools wishing to join The Sir John Brunner Foundation.

5. Adhere to the Foundation's policies on code of conduct, Safeguarding, H&S and Data Privacy.
6. Any other duties not specified, but are commensurate with the skills and knowledge of the post holder.

Person Specification

	Desirable	Essential
Qualification		
Bachelor's degree in related field (HR Management or Business Administration)	✓	
CIPD qualifications	✓	
Evidence of relevant and sustained CPD		✓
Experience		
Proven experience of managing a HR function, including the full HR lifecycle		✓
Experience of managing a HR Shared Service, preferably in a Multi Academy Trust setting	✓	
Experience of coordinating and managing a high performing team		✓
Experience in education	✓	
Working across multi-site organisations.	✓	
Providing appropriate challenge and advice to managers		✓
Knowledge & Skills		
Strong knowledge of HR processes, policies and employment regulations		✓
Computer literacy, with proficiency in HRIS		✓
Strong leadership, communication and interpersonal skills		✓
Exceptional analytical and problem-solving skills		✓
Ability to interpret data to inform actions		✓
Attributes		
A credible leader who works collaboratively with the ability to motivate, inspire and develop colleagues and support a high-performance organisational culture		✓
Personable with the ability to establish effective rapport with stakeholders		✓
Highly organised, with the ability to schedule, plan and prioritise		✓
Committed to deliver exceptional standards in all areas		✓
Professionalism, integrity and ability to maintain confidentiality		✓
Ability to inform, influence, persuade and negotiate with a variety of stakeholders.		✓
Willing and able to travel to different sites within the Foundation from time to time.		✓
Commitment to promoting diversity and inclusion in the workplace		✓