



**HUMAN RESOURCES OPERATIONS TEAM LEADER
JOB REF: ORD/206T**

JOB DESCRIPTION

Department	HR and Staff Learning and Development
Grade:	5
Hours:	35 per week
Location:	UNISON Centre
Reports to:	Head of HR and Employee Relations
Accountable for:	HR Administrators

Purpose of the role

This role will be responsible for coordinating the provision of an excellent HR service by ensuring the effectiveness and efficiency of HR operations and the quality of service provided to managers and staff across the organisation.

This role will manage the workload of the operations team to ensure all operational transactions are carried out in a timely manner to enhance the employee lifecycle.

Main responsibilities

Administrative and payroll related activities

- Line manage the HR Administrators, to assist them to prioritise, and deliver on HR operational work.
- Overall responsibility for coordinating the effective and efficient delivery of key HR administrative tasks, to ensure that all new starter administration, employee changes, benefits, and leaver information is captured and processed in line with the monthly payroll deadline.
- Check and approve all paperwork and system input to ensure that the correct authorisation has been received and the data is accurate.

- Maintain accurate records of all aspects of HR activity and audit compliance. Responsibility for the collation and coordination of documents requested by auditors.
- Build and manage automated workflows to facilitate the necessary and timely exchange of information that impact on operational work.
- Responsible for administration relating to the ending of fixed-term contracts, and other expiry dates, including timely notification and warning to line managers.
- To troubleshoot errors and queries and make corrections as needed in line with policies and monthly deadlines.
- Manage and resolve pay-related queries from staff in a timely manner; and referring to colleagues in payroll when complex issues arise.
- Manage the administration of UNISON's benefits such as the cycle to work scheme, childcare vouchers, eye care expenses.
- Work with HR colleagues (particularly System Officers) to enhance and automate existing processes, to ensure a high standard of delivery, and to proactively investigate system/process failures and adjust procedures as part of our continuous process improvements.
- Assist in the management, manipulation and presentation of HR data in reports, infographics, and statutory returns.
- Ensure accurate monthly establishment reports are produced.
- Develop, deliver and report regularly on agreed KPI's including: time to respond to queries, time to produce letters, payroll errors.

Recruitment, selection and new starter processes

- Deliver a smooth, compliant, end-to-end recruitment process in line with internal policy and procedure and legislation, from the authorisation of jobs to be filled, to making offers and issuing contracts.
- Enhance the automation of the recruitment process by assisting with effective procurement, implementation and maintenance of an ATS (applicant tracking system) to improve the applicant experience and to meet our strategic objectives.
- Ensuring right to work and reference checks are carried out and recorded effectively, with any follow up checks required at a future date appropriately recorded and monitored.
- Ensure contracts for new starters / variations of existing staff contracts are accurately completed and issued within agreed timescales.

- Ensure all applicant details and recruitment outcomes are maintained in line with GDPR legislation.
- Develop, deliver and report regularly on agreed KPI's including: time to hire, applicant and recruiting manager experience, effectiveness of recruitment sources and impacts on diversity and inclusion.
- Ensure a highly professional and positive experience to all applicants.
- Ensure the appropriate onboarding and induction of all new starters to enhance their experience at UNISON from the beginning.

Employee advice and relations

- Manage the HR inbox as a full helpdesk facility withing agreed timescales for first line advice to staff and managers on aspects such as recruitment, absence, family leave, liaising with other HR colleagues for further advice, as needed.
- Ensure HR Administrators work with the relevant HR Officer on other work that is required on the effective operations of the department, such as assisting on case work.

HUMAN RESOURCES OPERATIONS TEAM LEADER (JOB REF: ORD/206T) HUMAN RESOURCES AND STAFF DEVELOPMENT DEPARTMENT

PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help members of Interviewing Panels judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

Please ensure that you respond to the below areas when completing your application form.

Experience and knowledge

1. Experience in a busy transactional HR team, including recruitment, payroll and benefits administration.
2. Experience of improving and automating HR processes, communication and systems to meet service level agreements and enhance employee experience.
3. Experience in managing a team.

Skills and abilities

4. Advanced experience with HR/ATS system including system changes, change control management and auditing.
5. Strong IT skills, particularly in advanced Excel for data manipulation and statistical reporting.
6. Good understanding of employment law and HR best practice.
7. Excellent customer service skills with a focus on the employee experience.
8. Excellent organisational skills, with the ability to manage multiple priorities, proactively solve problems and work independently.
9. A commitment to deliver equality and diversity objectives in all aspects of the role.
10. High level of discretion in handling sensitive information and ensuring compliance with data protection legislation.
11. Strong relationship building within the HR team, wider organisation and with associated suppliers.

12. Ability to develop KPIs, monitor performance, identify improvement areas, and implement strategies to enhance outcomes.

Qualifications

13. A good standard of education (e.g. GCSE's or equivalent including Maths and English).

14. CIPD qualification, or equivalent membership level is desirable but not essential.