

JOB DESCRIPTION

JOB TITLE:	HR Operations Manager
MANAGED BY:	Senior HR Business Partner
GRADE:	11

ROLE OVERVIEW

Key accountabilities:	The HR Operations Manager will play a pivotal role in the service's transformation journey, by leading and managing the HR Operations Team, overseeing the provision of professional advice and expertise across the People and Culture agenda, and ensuring the efficient, compliant and employee-focused delivery of HR services for the organisation.
Key relationships:	The HR Operations Manager will support all centres of excellence within the HR team, collaborate with HR Business Partners, line managers and employees, and excel in providing a high-quality service delivery to all within the organisation.

THE ROLE

This role is vital to delivering the MCA's ambitions, including fostering a positive organisational culture and contributing to the creation of a self-sufficient manager agenda, through the provision of a proactive, customer-focused HR operational service, the simplification of employment processes and policies and delivery of employee relations management development.

The HR Operations Manager will build strong relationships with stakeholders, working alongside the HR Business Partners and providing leadership and line management to the HR Advisor and HR Administrator roles. Through the post holder's expertise, they will support people-focused transformation, supporting the MCA in achieving its vision of becoming the highest-performing combined authority in the country. The post holder will be responsible for overseeing all transactional HR functions and employee relations casework activity to ensure that the HR operational function provides a seamless service and supports the wider ambitions of the organisation.

KEY RESPONSIBILITIES

People and Culture Service Delivery

- Lead, manage and develop team members to deliver agreed objectives, including setting clear expectations, monitoring performance, supporting wellbeing, and ensuring compliance with organisational policies and employment law.
- Seek opportunities for continuous improvement of the function through team and systems development, alongside the setting and monitoring of key performance indicators.
- Ensure contracts of employment, policy and ways of working are clear and efficient and are reviewed in line with changes to employment legislation.
- Lead on HR related project activity and be a member of cross functional project groups.
- Produce and present reports to senior leaders on people related data and insights to support action and evidence-based decision making.
- Manage and maintain HR contracts with external providers, ensuring all documentation is current, compliant, and aligned with organisational commercial and procurement processes.
- Partner with stakeholders to ensure consistent interpretation and application of HR policies and procedures.
- Plan, resource and oversee team activities to meet service priorities, including effective workload allocation, recruitment and induction, fostering a positive and inclusive culture, and maintaining high standards of health, safety and governance.

Employee Relations

- Provide guidance on complex employee relations issues and act as an escalation point for the HR Operations team, including supporting employment tribunal activities when necessary.
- Ensure effective People and Culture service delivery to employees and managers across the organisation, facilitating early resolution of issues and concerns, in partnership with the HR Business Partners and whole HR team.
- Monitor ER metrics (e.g., grievances, disciplinary, attendance) to identify root causes and recommend preventative measures and provide data reporting to Senior Leadership Team. This includes ensuring cases are managed consistently, in line with internal policies, terms & conditions and legislative requirements.
- Support and guide managers through the full performance management cycle, including setting objectives, conducting reviews, managing underperformance, and develop and provide training to support self-sufficient line managers.
- Develop and deliver line management training on employee relation topics, in conjunction with L&D, to support the capability and confidence of line managers across the organisation.

Policy and Best Practice

- Contribute to the development of a user-friendly suite of policies and processes that support the overall People and Culture strategy and drive continuous improvement through the creation and ongoing development of management tools to complement the policy framework.

- Stay informed about external people and culture trends, employment legislation changes and best practices, sharing knowledge with the HR Operations team and beyond to improve practices across the organisation.

Payroll and Compliance

- Identify and mitigate payroll-related risks, driving continuous improvement initiatives.
- Oversee accurate and timely processing of payroll and reporting requirements in collaboration with external payroll providers.
- Monitor and ensure compliance with UK employment legislation, including the Employment Rights Act, Equality Act, Working Time Regulations, and National Minimum/Living Wage.
- Keep up to date with legislative changes from HMRC, ACAS, and other regulatory bodies, updating policies and processes accordingly.
- Prepare and maintain documentation for internal and external audits, ensuring readiness for inspections.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level or able to demonstrate equivalent experience.
- Level 5 CIPD accreditation, or equivalent relevant experience.
- In-depth knowledge of employment law, regulations, and best practices.
- Strong understanding of HR policies, procedures, and employment practices.
- Good understanding of Equity, Diversity and Inclusion in the workplace.

Experience

- Experience of developing policy and procedures and interpreting employment legislation and regulations.
- Extensive generalist HR management experience, covering a full range of HR activities, including absence management, conflict resolution, policy development, HR Systems and data management, HR compliance and employment law.
- Experience of leading and managing teams.
- Experience of providing high level expert advice and guidance to senior managers and colleagues.
- Experience with using HR Systems and interpreting people-related data.

Skills and Competencies

- Excellent problem-solving and decision-making skills to analyse complex employee relations issues and recommend appropriate actions.
- Strong organizational and time management skills to handle multiple cases and

prioritize work effectively.

- Continuous learning mindset to stay updated with changes in employment laws and industry best practices.
- Strong conflict resolution and mediation skills to address and resolve employee grievances and conflicts.
- Ability to advise on and conduct thorough and impartial investigations, maintaining confidentiality and integrity.
- Excellent interpersonal and communication skills to effectively collaborate with employees and management at all levels.
- Demonstrable analytical, problem solving and creative skills.
- Ability to demonstrate self-awareness and develop constructive relationships.
- Excellent written and oral communication skills, including presentation skills and report writing skills.
- Resilient, adaptable, and confident in handling change in a fast-paced environment.
- Digitally competent and comfortable working and managing in a hybrid working environment.

DESIRABLE

Qualifications and Knowledge

- CIPD Level 7, or equivalent.
- Understanding of the ways of working and issues related to working in a public sector organisation.

Experience

- Experience within a Local Government or Public Sector environment.
- Experience of working in a unionised environment, including negotiating with trade unions.
- Experience of working in a political organisation.

Skills and Competencies

- Project management skills and/or qualification.