

JOB DESCRIPTION

JOB TITLE:	HR Operations Manager	JE NUMBER: A13644
DIRECTORATE:	Digital, HR & Customer Services	BAND: 10
RESPONSIBLE TO:	Head of HR & Payroll	
RESPONSIBLE FOR:	HR Operations team (up to 4 people; including HR Officers, administrators and apprentice or graduate roles)	
MAIN PURPOSE OF POST:	<p>To lead, manage and continuously improve the HR Operations function, ensuring the consistent delivery of high-quality, customer-focused and timely HR transactional services.</p> <p>The post holder is accountable for all transactional HR processes, including recruitment administration, contractual changes, pre-employment and compliance checks, sickness and absence processing and employee lifecycle administration. The postholder will ensure that all HR transactional activity is completed accurately, efficiently and in line with employment legislation, council policies and safeguarding standards.</p> <p>The postholder will ensure HR processes are clearly defined and accessible for digital tools and artificial intelligence.</p>	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

	Lead, motivate and develop the HR Operations team to deliver a high quality, efficient and responsive HR service.
	Support the development of the HR Operations team, enabling their career progression and growing their capability in recruitment, sickness management and routine employee relations transactions.
	Manage workload allocation, performance standards and service resilience, ensuring service continuity during peak demand.
	Oversee the delivery of all HR transactional services, including onboarding, contract administration, recruitment, DBS checks, payroll inputs, employment checks, leavers and variations, ensuring processes are completed accurately, on time, and with a positive and consistent user experience.
	Establish standard operating procedures for all transactional workflows.
	Maintain high standards of workforce data integrity, to support reporting, analytics and statutory returns.
	Work closely with the HR Data Analyst and Payroll teams to improve the efficiency and reliability of data flows.
	Ensure full compliance with employment legislation, council policies, safeguarding standards and audit controls.

	Drive standardisation, ensuring HR transactional processes are clearly defined and accessible for digital automation and manager self-service, including through Artificial Intelligence.
	Lead continuous improvement initiatives to streamline HR processes, reduce manual handling and improve turnaround times.
	Ensure recruitment processes are fair, inclusive, compliant and efficient.
	Act as an escalation point for transactional queries from managers and employees, providing clear practical advice on routine employment matters and escalating complex cases appropriately.
	Build strong working relationships across the organisation, to promote a responsive, solutions focused HR Operations Service.
	Contribute to the development, implementation and review of HR policies, ensuring alignment with legislation and national / local government frameworks.
	Monitor the HR Operations budget, reviewing expenditure regularly, and providing clear updates on spend to support informed decision-making and prioritisation of resources.
	Promote a culture of professionalism, inclusion, and continuous improvement.

GENERAL – To be aware of and implement the following:
Equalities – The council’s Equality and Diversity Policy which sets out the council’s commitment to advancing equality and social inclusion while celebrating the diversity within our communities.
Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees’ Code of Conduct.
Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council’s Health and Safety policy.
Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.
Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.
Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change – The council’s commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	x
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council’s intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder’s obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	HR Operations Manager	JE NUMBER:	
DIRECTORATE:	Digital, HR and Customer Services	DATE:	

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	Strong knowledge of employment legislation and compliance requirements, including safeguarding, data protection and audit expectations.	Application Form / Interview
•	Understanding of core HR processes such as onboarding, recruitment, payroll, benefits, performance management and employee lifecycle administration.	Application Form / Interview
•	Ability to motivate, coach and develop a high-performing HR Operations team.	Interview
•	Strong analytical capability to interpret HR metrics, produce workforce reports and support decision-making.	Interview
•	Ability to manage administrative tasks, including collating, monitoring and reporting of statistics, with an eye for detail.	Application Form / Interview
•	Strong knowledge in HRIS platforms, data integrity, workflow design and system optimisation.	Interview
•	Clear, concise communication skills with the ability to influence and provide advice to managers.	Interview
•	Ability to deliver timely, accurate, high-quality HR services that improve the employee and manager experience.	Interview
•	Ability to build and maintain constructive working relationships with trade union representatives, supporting open communication, collaboration and early resolution of issues.	Interview
•	Able to use Microsoft Word, Excel, PowerPoint, email and HR databases for purposes of creating and updating reports, letters and presentations.	Application Form / Interview
Desirable		
•	• Understanding of workforce reporting, KPIs, statutory returns and data governance.	Interview

•	• Knowledge of HRIS administration, data structures, workflows, permissions and auditing.	Interview
EXPERIENCE		
Essential		
•	Generalist experience across a breadth of HR functions including reward and recognition, collaborating/negotiating with trade unions, policy creation and implementation, casework, redundancy, TUPE and change management etc.	Application Form / Interview
•	Experience managing HR transactional services such as onboarding, contracts, DBS, payroll inputs, employment checks and offboarding.	Application Form / Interview
•	Experience managing and developing HR teams, setting performance standards and ensuring efficient service delivery.	Application Form / Interview
•	Proven experience improving HR processes to enhance efficiency, accuracy and employee experience.	Interview
•	Experience preparing for and responding to HR audits; ensuring compliance documentation and processes are robust.	Interview
Desirable		
•	Experience within the Local Government Sector	Application Form / Interview
QUALIFICATIONS		
Essential		
•	CIPD qualified to L5 or equivalent role experience	Application form
Desirable		
•		
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form,

		Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level:		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level:		
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level:		
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating	Interview

Level:	<p>purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	
Collaborating and Partnering	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable</p>	Interview
Level:		
Developing self and others	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
Level:		
Delivering Value for Money	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
Level:		
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service,</p>	Interview
Level:		

	<p>applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	Interview
Level:		