

PROGRESS HOUSING GROUP



JOB DESCRIPTION

Post Title:	HR Shared Services Team Leader	Grade:	3
Department:	HR & OD	Location:	Agile/Leyland
Responsible to:	HR Transformation Lead		
Job Summary			
<p>Accountable for the performance and service of the HR Shared Service team, ensuring the provision on an adaptive, timely and legislatively compliant service, by overseeing all transactional HR matters, non-complex Employee Relations matters and effectively and proactively managing a Shared Services team to deliver beyond what is expected.</p> <p>Leading the team and drive a culture of process improvement, by continually looking for areas of development, evolving the service to enable HR Operations to deliver a high quality centralised transactional support service to the business.</p> <p>Develop and coach the Shared Services team to achieve key deliverables, improve performance, reinforce the behaviours and values of PHG and provide a first-class and seamless services to customers both within the HR team and the wider business.</p>			
Duties and Responsibilities			
Team Management and Leadership			
<ol style="list-style-type: none">1. Effectively plan, manage and delegate activities to the Shared Services Team, ensuring tasks are carried out to a high standard and completed with SLA's.2. Sufficiently resource the HR Shared Services Team by identifying daily and weekly peaks in work volumes, rotating resources to meet demands, resolving queries and fully utilising the team during periods of low volume.3. Priorities and allocate ER cases within the team, being the point of escalation, when necessary.4. Leading and motivating the HR Shared Services team, coaching and developing the team and identifying development opportunities.5. Ensure team engagement activities are incorporated into the overall focus and strategy of the HR Shared Services team. Identifying and implementing ways to motivate, develop and maintain high morale and engagement of the Shared Services team, including, but not limited to, team huddles and regular team briefings, encouraging sharing of ideas and learnings.6. Designing development plans to increase HR process and subject matter knowledge.7. Act as escalation point for the Shared Services Team, assisting with query resolution and case management, managing complex calls and queries.8. Supporting the team with complex cases and queries, spotting and acting upon team development opportunities.9. Provide hands on Shared Services cover as and when required, for example during holidays, and/or periods of high work volume.			

Continuous Improvement

10. Continually looking for improvements to templates and processes.
11. Making suggestions and implementing process improvements that will contribute to more efficient working practices and maintain best practices.
12. Responsible for the maintenance of an effective, robust and best practice policy suite. Ensuring policies are regularly assessed, and adapted to reflect changes in legislation, company culture and best practices.
13. Ensuring that all touch points to policy development are accounted for and actioned ensuring that templates are adapted to reflect changes, and communication to stakeholders is actioned appropriately and timely.

Business Information and Reporting

14. Provide reports and insights on KPI's and SLA's as required.
15. Gather data from a wide range of sources, analysing and drawing conclusions. Making recommendations for changes to process, policy and procedure. Report writing based on findings for discussion, within the wider HR & OD team, business and at SLT.

Policy, Process and Administration

16. Ensure the Shared Services Team provide a high level of services for all transactional HR activity and case load management.
17. Responsible for employee lifecycle documentation and authorisation, in line with Company policy and guidelines and data protection requirements.
18. Ensure effective controls are in place to meet audit requirements.
19. Responsible for ensuring the integrity of the employee data held within the HR & OD systems is maintained and systems are in place to carryout regular checks and balances on data held in the system.
20. Delegate and support administrative case management and individual cases such as Maternity, Paternity, flexible working, long term sickness, disciplinary, grievance, etc.
21. Plan work tasks of the HR shared services team ensuring a high quality administrative support service is provided to the wider HR & OD team in the delivery of HR calendar events.

Managing the Customer Relationship

22. Provide regular operational feedback, identifying and escalating potential serious operational and customer issues proactively to key stakeholders.
23. Liaise and partner effectively with all areas of the HR & OD team. Be a key bridge of effective interaction and connectivity.
24. Work collaboratively with Payroll, Reward and Systems to ensure that information is shared and employee records are current and accurate.
25. Lead and support on cross functional, business critical, projects within the HR & OD Team and/or wider business.

Corporate Responsibilities

1. Work in line with the Group's core values
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Group's Equality, Diversity and Inclusion, Customer Care, General Data Protection Regulation, IT and Health and Safety policies.
4. Undertake any training considered relevant to the performance of the duties of this post in

furtherance of the Group's objectives.

5. Adopt a corporate, co-coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities of the Department and the Group.

Name:			
Signature:		Date:	

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PERSON SPECIFICATION

Post Title:	HR Shared Services Team Leader
Department:	HR & OD

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
<ol style="list-style-type: none"> 1. GCSE or equivalent grade A to C in English 2. GCSE or equivalent grade A to C in Maths 3. CIPD qualified – or studying towards 	<ol style="list-style-type: none"> 1. Desirable 2. Desirable 3. Desirable 	Application Form / Certificates
<u>EXPERIENCE</u>		
<ol style="list-style-type: none"> 1. Experience of coaching and developing people and ability to manage and motivate a team. 2. Track record of working in a customer-focussed environment with an emphasis is on SLA's and continuous improvement. 3. Track record of delivering process improvements to bring about business benefits 4. Previous experience of working in a shared services environment 5. Team Leadership 6. Experience of setting up KPI and reporting processes relating to business and operational needs. 7. Experience of writing reports and producing business intelligence reports 8. Proven understanding of end to end HR processes, HR policies and procedures. 9. HR Generalist experience, including ER case work. 10. Experience of managing and influencing a range of stakeholder requirements and needs 11. Proven track record of interpreting and applying HR policy 12. Proven experience of policy writing 	<ol style="list-style-type: none"> 1. Essential 2. Essential 3. Essential 4. Desirable 5. Essential 6. Essential 7. Essential 8. Essential 9. Desirable 10. Essential 11. Desirable 12. Essential 	Application form / Interview
<u>KNOWLEDGE/ABILITIES</u>		
<ol style="list-style-type: none"> 1. Highly organised with excellent task and time management skills and the ability to plan, delegate, prioritise and multitask high volumes of daily service/work requests 2. Able to coach team members to improve performance and develop skills. 3. Good interpersonal skills, personable and professional, a great ambassador for HR & OD. 4. Tenacious, resourceful and resilient. 	<ol style="list-style-type: none"> 1. Essential 2. Essential 3. Essential 4. Essential 	Application form / Interview

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
5. Strong stakeholder management and relationship building skills.	5. Essential	
6. Excellent knowledge and understanding of HR processes	6. Essential	
7. Analytical and results driven	7. Essential	
8. Sound judgement and decision-making and problem solving skills	8. Essential	
9. Excellent communication and interpersonal skills	9. Essential	
10. Proven written and numeracy skills	10. Essential	
11. Proficient user of Microsoft office programmes	11. Essential	
12. Knowledge of and experience using HR Systems	12. Desirable	
13. Experience using itrent system	13. Desirable	
14. Strong awareness of HR/Payroll interfaces and how to handle pay queries. Ability to identify and resolve potential problems or issues and take necessary actions to prevent them from developing.	14. Essential	
15. Proactive and practical approach to problem solving and ability to identify areas for improvements in processes, services and ways of working.	15. Essential	
16. Accurate data entry skills with excellent attention to detail	16. Essential	
17. Resilience and tenacity to see through the changes required and deliver the right solutions.	17. Essential	
18. Comfortable building relations at Senior and Exec Level	18. Essential	