



ROLE DESCRIPTION

Role title: HR Services Manager
Team: Human Resources
Department: Business Services
Date: May 2018
Reports to: Head of Human Resources
Name:

Role purpose (why the job exists and its contribution)

To lead and manage the joint HR service function so that all operational HR activity is delivered effectively in support of the NEU strategic people plan.

Key responsibilities (the key areas of the role holder's work)

1. Lead, motivate, develop and support the joint HR services team, individually and as a team, to work collaboratively and meet or exceed their performance objectives.
2. Working with the Head of Human resources and HR support partners, design and deliver the strategic HR plan to ensure that NEU strategic objectives are achieved.
3. Support and guide managers to manage all aspects of employee relations and people issues effectively, ensuring a pragmatic and best practice approach.
4. Ensure the structured provision of training, education and development across the workforce, to enhance individual and team performance and develop organisational capability.
5. Ensure a streamlined, efficient and modern approach to workforce recruitment that enables managers to maintain team workloads at a reasonable level and demonstrates the NEU as an employer of choice.
6. Manage the delivery of the NEU employee benefits administration and processes, including payroll, job evaluation and the maintenance of accessible documentation relating to terms and conditions.
7. Contribute to the development of appropriate up-to-date HR policy and practices and ensure their consistent delivery across the organisation.
8. Contribute to the setting and management of the HR budget.

9. Accurately maintain and continuously improve the HR systems and administration required for the function to run effectively and meet statutory obligations.

How the National education union works

These principles set out the culture and approach of the NEU.

The role holder:

- Models professionalism and integrity and acts in accordance with the NEU values.
- Supports the democratic processes.
- Leads and manages in accordance with good people management practice and NEU policy and procedure.
- Demonstrates a fair and consistent approach to people management.
- Promotes an organising culture across the union.
- Works collaboratively and empowers others
- Is committed to innovation, learning and continuous improvement of working practices, organisational culture and resources.
- Adopts a proactive and flexible approach.

Key relationships

These are the main working relationships that the role holder will develop.

Person(s)	Nature
Head of Human Resources	The role holder reports to and will be line-managed by the Head of HR who leads the Human resources team and sets the direction for HR strategy.
Human Resources	The role holder will lead and work collaboratively with other members of the HR services team to implement the NEU strategic people plan. (For size of team please refer to the organisational structure chart).
Recruitment Manager	The role holder will line manage the Recruitment Manager to ensure the NEU is an employer of choice.
Learning and Development Manager	The role holder will line manage the Learning & Development Manager to ensure a structured provision of training, education and development across the workforce to develop organisational capacity.
HR Support Officers	The role holder will line manage the HR Support Officers to ensure effective advice and support to line managers to enable them to manage their teams effectively.
Individual departmental and office managers	The role holder will support and guide managers to effectively manage all aspects of employee relations and people issues within their departments and teams.

Demonstrable key skills, knowledge and experience

The role holder must be able to demonstrate these capabilities to fulfil the role to a satisfactory standard.

Qualifications

- Well-developed literacy and numeracy skills;
- Full MICPD qualified;

Resource management & Planning

- Proven people management skills including the ability to actively develop, coach and train;
- Effective and consistent management of performance and ability to deal sensitively with confidential issues;
- Ability to promote workforce motivation and engagement within the team;
- Proven project management skills and the ability to bring projects to a successful conclusion within agreed deadlines;
- Experience of budget planning, management and reporting.

Thinking challenge

- Knowledge and ability to operate within the NEU's political, educational and legal contexts;
- Current knowledge of HR theory and best practice in terms of people management;
- Proven ability to support the design and development of strategic HR plans;
- Ability to support change;
- Ability to exercise judgement and make decisions within accepted parameters;
- Ability to think innovatively to resolve problems and devise new solutions including where there may be conflicting interests;
- Good analytical skills and ability to understand complex information;
- Ability to undertake effective research;

Communication

- Ability to produce clear, high quality written communications on detailed issues on a range of issues for a range of audiences. For example, policy and guidance documents, staff communications, reports.
- Good communication and diplomacy skills, including active listening skills and ability to relate to a range of people in a range of situations;
- Experience of developing and maintaining positive working relationships with internal and external stakeholders;
- Ability to prepare tender documents and successfully manage relations with suppliers;

- Good negotiating, influencing and presentation skills;
- Ability to deal confidently with sensitive, difficult and confidential issues;

Operational delivery

- Experience of working and contributing at a management level to deliver team work plans, ideally in a membership organisation or trade union;
- Experience of providing in depth and high-quality advice and guidance within accepted parameters and guidelines. For example, guidance to managers relating to personnel procedures and managing people issues;
- Ability to oversee a successful recruitment function to meet organisational need;
- Ability to oversee a successful learning, development and training programme to meet organisational need, including ability to assist in the delivery of training;
- Ability to work pro-actively and independently;
- Experience of working collaboratively;
- Ability to empower and motivate others including successful delegation and development;
- Ability to present management and statistical information/trends in a range of formats;
- High standard of attention to detail and accuracy;
- Strong IT skills including Microsoft Office Suite together with any other IT applications necessary for delivery of the role. For example, this will include the HR database, staff intranet, recruitment portal;

Additional

Work demands

- The ability to work under pressure and deliver to competing and critical deadlines.
- The requirement to work evenings, weekends or flex working arrangements necessary for the performance of the role;
- The requirement to undertake travel to attend activities and meetings away from the normal place of work, and which may involve stays away from home. These will be locally, regionally and nationally;

Additional relevant requirements

- Is firmly committed to the trade union movement and to the role of education unions in particular;
- The requirement to maintain an up-to-date knowledge of the relevant areas of UK legislation and regulations necessary for performance of the role, including for example, employment law, equality law, data protection.

- The requirement to undertake other professional development and training as necessary for the performance of the role;
- An understanding of and commitment to the NEU's objectives to promote equality and oppose unfair treatment.

This role description will be kept under review and can be adapted to meet the changing needs of the National education union, subject to appropriate consultation.