

Job Description and Person Specification

Job Role:	Head of People Services
Service Provision:	Central Services
Job Family:	Central Services Team
Line Manager:	Director of People and Culture
Salary Band:	Leadership 3 - 7
Annex:	Please ensure you refer to Annex 1 with this Job Description

The Head of People Services is responsible for managing, developing and maintaining an efficient, effective and professional people service, to meet the needs of all education provisions across the Trust and support the delivery of the Trust's People Strategy; bringing exceptional education, people and practice to life.

With responsibility for all operational aspects of the Trust's people advisory and payroll services, the postholder will manage and develop a team of People Services Partners and the payroll specialist and will make a significant contribution to the achievement of the Trust's strategic people aims. As a member of the Central Services Senior Leadership Team, the postholder will work collaboratively with colleagues in Central Services and across the Trust to facilitate service delivery, embed culture, secure compliance and manage risk.

Key accountabilities, duties and responsibilities

Safeguarding Children and Young People

The postholder has an important role in relation to people policies and practices which aim to safeguard children and young people. Responsibilities include but are not limited to:

- Working with the Head of Resourcing to ensure safer recruitment policy and practice across the Trust is compliant with Keeping Children Safe in Education (KCSIE), all other statutory requirements and best practice.
- Being a source of expertise and advice in relation to the safeguarding policies and practices that fall within the People Services remit, including those relating to safer recruitment, managing allegations and low level concerns, whistleblowing, references, the code of conduct, colleague induction and training.
- Working with the Director of People and Culture and senior leaders to develop, embed and maintain both the relevant safeguarding policies and practices, and a cohesive consistent approach to safeguarding culture.
- Supporting Heads of Provision / Senior Leaders with multi agency referrals and meetings involving employees, and ensuring that all necessary safeguarding referrals are made to the appropriate external bodies.
- Ensuring that all education provision's Single Central Records are compliant with statutory requirements through regular training and auditing.

Management and Team Responsibilities

- Directly line manage people advisory and payroll services colleagues, including allocating work, coaching, support, training, development and performance management.
- Work with the Director of People and Culture to develop and deliver the People Service commitments and the Trust's People Strategy.

- Develop and maintain systems, processes and structures, which support efficient and effective service delivery and statutory compliance, including in relation to safeguarding and data protection.
- Monitor, evaluate and report on key metrics and the effectiveness of service provision.
- Audit and report on the Trust's people practices and relevant safeguarding practices as required.
- Manage colleagues to ensure that all aspects of the Trust's payroll and pension service delivery is accurate and timely, and that statutory compliance is maintained.
- Be a source of expertise in relation to all aspects of people management in education; ensuring that relevant information is communicated to the appropriate audience/s to secure statutory compliance and manage risk.
- Regularly review and develop the Trust's people policies and underpinning templates, letters and guidance in partnership with relevant stakeholders, to ensure that they are fit for purpose and meet statutory requirements.
- Design and deliver appropriate training for people advisory colleagues, Senior and Middle Leaders, Governors and Trustees, to embed exceptional people and safeguarding practice across the Trust.
- Build and maintain positive professional working relationships with all internal and external stakeholders, including Governors, Trustees and Heads of Provision.
- Network with people professionals external to the Trust to develop and share best practice and knowledge.
- Support the Director of People and Culture, Head of Finance and the Trust's payroll specialists in responding to audit and statutory reporting requirements.
- Secure consistent people practice and service delivery across the Trust.
- Deputise in the absence of the Director of People and Culture.

Employment Relations, Wellbeing and Inclusion

- Be a source of expertise in relation to case management and terms and conditions of employment, and the first point of escalation for the people services advisory team.
- Be pro-active in addressing any employment relations changes, issues or concerns.
- Provide excellent, professional, risk assessed and timely advice in relation to day to day and complex employee relations issues including:
 - Discipline, grievance and mediation
 - Absence management and wellbeing support
 - Performance and capability
 - Remuneration and terms and conditions for all employees at every level
 - Restructuring, TUPE and redundancy
 - Job evaluation and equal pay
 - Equality and inclusion
 - Managing safeguarding allegations and low-level concerns
 - Settlement Agreements
- Lead on embedding a positive employee relations culture across the Brunel Group, consulting and liaising with trade union representatives both on individual employee issues and wider organisational or policy change.
- In collaboration with the Director of People and Culture work to create a culture of engagement and motivation across the Trust.
- Support the Implementation and evaluation of the Trust's wellbeing strategy to promote a healthy working environment.
- Lead on managing employee attendance in accordance with Brunel policies and KPIs, including managing Occupational Health and employee wellbeing service provision and reporting regularly to the Education Leadership Team.
- Support the Director of People and Culture to develop and implement the Trust's Equality, Diversity and Inclusion Strategy.
- Work with colleagues across the Trust to seek to secure Trust compliance with the Public Sector Equality Duty and aid the achievement of Provision and Trust equality objectives,

including achieving and maintaining accreditation as a Disability Confident Employer and ensuring that all colleagues receive annual equalities training.

- Inform employees of their employment rights and entitlements, and working with the Director of People and Culture, update employees regarding any changes that are made
- Ensure that employees and workers receive accurate and timely statements of employment particulars.
- Attend meetings and Hearings as appropriate to advise managers, decision making panels / committees.
- Lead on statutory legal changes, ensuring policy and practice is updated accordingly

Project Management and Organisational Change

- Manage and deliver projects in line with delegated responsibilities, time, budget and quality parameters, raising any significant challenges to the Director of People and Culture.
- Proactively lead change management within the Brunel Group including TUPE transfers, growth plans and restructures.
- Support the Director of People and Culture to undertake due diligence, identify any measures and induct new provisions joining the Trust with respect to Brunel's safeguarding and people policies and practice.
- Work with the Director People and Culture to identify opportunities for change, and to mitigate any risks associated with change and growth.

Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfil the role of Head of People Services are up to date; strive to keep up to date with relevant legislation and the guidance and Codes published by the DfE, ACAS, LGA and other professional authoritative sources.
- Maintain membership/ associate membership of the CIPD and utilise the Profession Map.
- Be a professional role model, understand and promote the aims of Provisions and the values of the Trust.
- Request advice, guidance and assistance from the Director of People and Culture to undertake any aspects of the role as required.

Tasks/duties	Essential skills	Desirable skills
Qualifications and Training	<ul style="list-style-type: none"> • Educated to degree level upper second or first class or equivalent experience • Current member of CIPD • Full driving license and own transport • Qualified to CIPD level 5 or above • Committed to own CPD 	<ul style="list-style-type: none"> • Degree in HR/ Personnel Management
Knowledge and Experience	<ul style="list-style-type: none"> • System creation relevant to good working practice e.g. sickness data management, HRMIS • Extensive experience managing and leading a team of People professionals at various levels • Demonstrable breadth of Generalist Human Resources experience in ER, policy development, employee engagement, change management, codes of practice, legislation, Human Resources general services and project management • Working and consulting with Trade Unions to achieve positive outcomes • Human Resources experience within education • Utilising data to inform action planning to achieve outcomes and add value to an organisation • Extensive experience of independently managing casework, advising on investigations, and preparing for and attending formal hearings in relation to conduct, capability and grievance • The role of HR in educational settings in safeguarding and promoting the welfare of children and young people and vulnerable adults, and that safeguarding is the responsibility of every individual • Employment Law including TUPE and the Equality Act 2010 • Knowledge of local authority and commercial People policies • Equal pay and job evaluation • Data protection and confidentiality 	<ul style="list-style-type: none"> • Experience of managing payroll services

	<ul style="list-style-type: none"> • Managing for equality, diversity and inclusion • Employment rights in relation to all types of family friendly leave • Terms and Conditions of employment in education including the School Teachers' Pay and Conditions Document, Burgundy and Green Books • Keeping Children Safe in Education and issues relevant to safeguarding in the context of employment practice in education • The Public Sector Equality Duty 	
Skills and Abilities	<ul style="list-style-type: none"> • Able to be flexible and adaptable to changing requirements and priorities day to day • Excellent organisational skills with the ability to efficiently manage a high volume workload • Proven ability to develop effective professional working relationships with stakeholders at all levels • Competent in interpreting and providing advice on employment legislation and conditions of service to ensure compliance and best practice • Able to assess situations, including risk, and offer solutions which are focussed on achieving the aims of Education Provisions • Able to communicate effectively both verbally and in writing with a range of audiences including, at senior level – writing board reports, policy documentation • Excellent interpersonal skills; the ability to demonstrate tact and empathy when dealing with sensitive issues and to resolve conflicts • Able to quality assure and produce accurate work • Ability to negotiate and influence effectively • Confidently use specialist ICT packages including full working knowledge of Microsoft Office and Outlook • Ability to combine strategic thinking and planning with practical implementation • Able to balance strategic and operational work 	<ul style="list-style-type: none"> • Reliability, integrity and trustworthiness • A professional role model who is committed to their own professional development and to developing others • Committed to and able to promote the aims of Education Provisions and the vision and values of the Trust. • Able to work calmly under pressure and withstand stress • Able to work flexibly, and to attend in person meetings outside of the core working day as required

	<ul style="list-style-type: none"> • Ability to develop new systems and processes to improve efficiency • Competent in reviewing, measuring and monitoring the work of the people services function • Able to design / re-design and implement systems, processes and training to achieve planned outcomes and meet KPI's • Ability to problem solve with a solution focused outlook • Team leadership; able to manage, motivate and develop colleagues • Can work on own initiative, plan, prioritise and work well under pressure; meetings strict deadlines and exercising attention to detail • Ability to own and continuously review Policy • Able to plan for the efficient and effective use of available resources 	
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