

Head of Service – HR & People

Reports To

Director of HR & Education Strategy

Location

Alexandra House Office with regular travel to customers/3rd parties as required.

Hours

35 hours per week

Salary

Circa £57,000

Primary Role:

- Provide an exceptional level of customer service and HR support through effective leadership and management of the HR Service to all educational establishments
- Provide expertise, advice and support to HR staff.

Main Duties and responsibilities:

Service Delivery Management:

- Oversee the delivery of HR services to customers, ensuring they meet the agreed upon service levels and quality standards.
- Monitor and manage service performance, identifying areas for improvement and implementing necessary changes.
- Develop and implement services products and sla's to improve service delivery efficiency and effectiveness for all types of educational establishments.

Customer Relationship Management:

- Build and maintain strong relationships with key stakeholders in customers and educational institutions.
- To effectively arrange and address any customer concerns and feedback ensuring their needs are met promptly incorporated into continuous service development.

Team Leadership:

- Lead and mentor and motivate a team of HR professionals, providing guidance and support to ensure high performance.
- Coordinate with other One Education services, outside agencies, Local Authorities and third parties to ensure seamless service delivery.

Strategic Planning:

- Working with the Director of HR and Education Strategy to create and implement HR service strategies aligned with the company's goals and the needs of our customers.
- Stay updated on HR developments and legislation and best practices to continuously improve service delivery.
- Ensure compliance with industry standards and best practices, particularly those relevant to the education sector.

Reporting and Documentation:

- Manage the HR Business Manager to ensure reporting on service delivery performance, identifying trends and areas for improvement are available for customers and internal service development and management.
- Maintain comprehensive documentation of service delivery processes and client interactions.
- Working with the Director of HR and Education Strategy overview, monitor and manage the budget for the HR service area.

Skills, Experience and Qualifications:

The Head of HR oversees the delivery of HR services to our customers. The primary focus of the role is to ensure the seamless operation and delivery of our HR services, maintain high customer satisfaction, and continually improve service processes to meet the dynamic needs of educational institutions.

Essential:

Professional Experience:

- Experience in senior HR management role.
- Proven track record of managing HR services.
- Experience in managing a team of HR professionals.

Technical Skills:

- Excellent knowledge and thorough understanding of HR in the education sector and employment legislation

Management and Leadership:

- Demonstrated ability to lead and motivate a team, managing performance and development.
- Experience in developing and implementing HR service strategies and improvements.
- Strong project management skills with the ability to handle multiple projects simultaneously.

Key Competencies

Communication:

- Excellent verbal and written communication skills.
- Ability to communicate complex HR and legal information to various stakeholders, including customer staff and management.
- Strong presentation skills for training sessions and stakeholder meetings.

Customer Focus:

- Strong customer service orientation with a focus on meeting the needs of customer clients.
- Ability to build and maintain positive relationships with clients and stakeholders.
- Proactive approach to identifying and resolving issues.

Problem-Solving:

- Strong analytical and problem-solving skills.
- Ability to quickly identify issues and implement effective solutions.

Adaptability and Flexibility:

- Ability to adapt to changing client needs and work environments.
- Willingness to travel to various customer locations as required.
- Flexibility to work outside regular hours during critical periods.

Organisational Skills:

- Strong organisational skills with attention to detail.
- Ability to prioritise tasks and manage time effectively.
- Experience in creating and maintaining documentation and reports.

Teamwork and Collaboration:

- Ability to work collaboratively with cross-functional teams.
- Strong interpersonal skills and the ability to work well with people at all levels.

Educational Background:

- CIPD qualified