**LONDON BOROUGH OF LEWISHAM**

**JOB DESCRIPTION**

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| Designation: | Head of Employee Services  | Grade: |  SMG 2  |
| Reports to (Designation): | Head of HR | Grade: | JNC 4 |
| Directorate: | Office of the Chief Executive | Section: | Human Resources |

**Main Purpose of the job:**

1. To lead, develop and manage the Employee Services Centre providing all aspects of HR administration for the Council, covering the end-to-end employee life cycle, and ensuring the delivery of a customer focused, high quality and professional service to managers and employees, whether accessed online, via telephone or in person.
2. To ensure the data integrity of the HR Oracle Cloud system and HR data reporting and insight.
3. To manage the content of HR information on the Council’s Intranet, ensuring the provision of accessible and fit for purpose information and processes that supports a culture of self-sufficiency and manger and employee self-service.
4. Manage the Council’s contracts for DBS and for Occupational Health and EAP, ensuring as the lead client manager that they meet organisational requirements.
5. As a member of the HR Leadership team, contribute to the overall leadership and management of the HR function and make a proactive contribution to the development of HR strategy and policy, using data, metrics and evidence to inform and drive decision making and change.

**Summary of Accountabilities and Personal Duties:**

1. Develop and manage a full suite of HR processes that ensure compliance with relevant policies and regulatory requirements whilst still prioritising the customer experience. Lead and develop a strong working relationship the Council’s Payroll and Pensions team, ensuring that there is a streamlined approach to the development of HR and payroll processes.
2. Develop and manage the content of HR information on the intranet, ensuring it is up to date, accessible and user friendly, enabling effective manager and employee self-service and a culture of self-sufficiency.
3. Lead and manage the Employee Services Centre, agreeing and implementing SLAs and KPIs to monitor and take action to improve, the performance, effectiveness, and smooth running of the Centre and all its functions. Ensure that customer satisfaction is measured by feedback forms, surveys, and direct interaction with a cross section of stakeholders.
4. Manage the Council’s Occupational Health and EAP contract, undertaking quality assurance monitoring to ensure it is meeting organisational requirements. Ensure the quantitative and qualitive date from the contract provider is analysed in a timely and effective way.
5. Manage the Council’s DBS contract, undertaking quality assurance monitoring to ensure it is meeting organisational and legal requirements.
6. Lead and manage the provision of HR Management Information (MI), ensuring effective HR data reporting, analysis, business intelligence and insight. Ensure that the Oracle system has good data quality and consistently and accurately reflects current employee details and conditions of service.
7. Ensure the effective collection and storage of employee records and documentation.
8. Monitor the effectiveness of HR policies and protocols across the Directorates, identifying areas for improvement and development and ensuring those inform the development of HR policy to support the smooth running of the Council.
9. Support the development of a working environment where every individual’s unique contribution is valued and respected, enabling all employees to thrive and achieve their full potential.

All employees are required to:

* To actively promote equality and diversity in the workplace
* Participate in the Performance Evaluation Scheme and to undertake appropriate training and development identified to enhance their work
* Carry out the duties of the post with due regard to the Council’s Dignity at Work Policy and core values.
* Comply with the Council’s Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public
* Assist in carrying out the Council’s environmental policy within the day to day activities of the post
* Undertake other duties, commensurate with the grade, as may reasonably be required
* Treat all information acquired through employment, both formally and informally, in strict confidence

**Contacts**

**These will include**

**Internal Contacts:** Executive Directors and Directors, the Mayor, Cabinet and other elected Members, members of the Chief Executive’s Directorate, the Mayor’s Office, trade unions and senior staff in other Directorates

**External Contacts:** HR leads and senior managers at key partner organisations in Lewisham, other London local authorities, London Councils, the GLA and the LGA.

**Number of fully managed staff: 3**

**PERSON SPECIFICATION**

**JOB TITLE: Head of Employee Services POST NO:**

**DEPARTMENT: Office of the Chief Executive GRADE:** SMG 2

Note to Candidates

The Person Specification is a picture of the behaviours, skills, knowledge, and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

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| **Equal Opportunities** | Commitment to implement the Council’s Equal Opportunities PoliciesAwareness of equalities issues within an inner London authority and experience of how to integrate diversity and inclusion approaches into people management solutions | **S** |
| **Knowledge & Experience** | Successful track record as a senior practitioner within HR in a complex environment/organisation.Substantial experience of an HR customer service management role including the development and delivery of stretching KPIs Experience of leading and managing others and setting performance targets. In depth and up to date knowledge of corporate and business challenges facing local authorities and public bodies and how to deliver people management solutions that address thoseSubstantial knowledge of operational HR, payroll and pensions and of HR information systems.Experience of developing new customer service information and processes and improving efficiency and cost.Good understanding and experience of the political interface in a local authority and the role and needs of elected members.Substantial experience of successfully managing relationships and stakeholders within a political environment and at a senior executive level. | **S****S****S****S****S****S** |
| **Aptitudes & Skills** | Strong communication skills – able to speak confidently, persuasively and articulately and to write clearly and effectively. Highly organised, able to prioritise and handle change, and to lead a team to work calmly and effectively under pressure and to meet deadlines Ability to analyse and communicate data into meaningful and accessible information reports that can be used to drive business/organisational decisions and to build in the production of meaningful performance measurements into organisational design. Ability to use information technology including MS Office and financial and human resources management systems.Good project management and financial management knowledge.Astute, with the ability to identify long and short term risks and opportunities, and to think creatively and work collaboratively to develop and deliver practical solutions | **S****S** |
| **Personal Qualities/Behaviours** | Be **resident focused.** With the ability to listen to learn, think broadly and find solutions, make decisions and take action.  Be **ambitious to improve.** A person who takes responsibility, creates and innovates, measures and evaluates.Take a **one council** approach. Inspiring and communicating, trusting and empowering, collaborating.A strong and highly motivated leader and team player with energy and credibility who commands the confidence of Members, senior managers, staff, partners and stakeholders.Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively both corporately and collaboratively.A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respectAbility to work collegiately in a matrix environment and to provide training, development and coaching to colleagues and direct reports. Proactive, positive, customer centric and determined to add value.Evidence of commitment to continued professional development. |  |
| **Qualifications** | Chartered membership of the Institute of Personnel and Development or demonstrable equivalent experience.  | **S** |
| **Circumstances** | Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines. |  |
| **Physical** | Generally, must meet LB Lewisham requirements for the post. |  |

**Other Requirements**

You will required to act as one of the Council’s DBS Counter Signatories and to undertake a personal check in order to be set up to do so.