

## **LONDON BOROUGH OF LEWISHAM**

### **JOB DESCRIPTION :**

**Designation: Service Manger for Schools HR      Grade: SMG1**

**Reports to: Head of Lewisham Learning      Grade: DIR4**

**Directorate: Children & Young People      Division: Education Standards and Inclusion**

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#### **Main Purpose of the job:**

- To work in partnership with Directorate Management Teams to provide a high quality strategic HR-service that ensures the Council can gain optimum value from its people. To coordinate and oversee the delivery of people management needs within stated directorates.
- To lead and manage the Children & Young People's Schools HR Service, working in partnership with the HR Senior Management Team to ensure the best use of available resources and that an effective contribution is made to the delivery of the Council's People Management Strategy, response to schools' requirements and relevant KPI's and performance standards.
- To support the Schools and Directorate senior management with corporate human resource advice, leading where appropriate a team of People Management professionals to effectively deliver specific projects and functions determined by the, service plan and SLAs to ensure that relevant performance indicators are achieved.
- As a management team member to be jointly accountable for the effective management of the Human Resources Division.
- To be responsible for professional advice and support in and outside the service area, promoting, in partnership as appropriate, the council's vision, values and ways of working.
- To commission and provide comprehensive reports and trend analysis on the impact of Schools HR strategies.

- To implement and maintain an effective support service within a framework of Local Management of Schools' devolved budgets, service level agreements and customer needs.
- To generate income via service level agreements to ensure the continued provision of a high quality Human Resource advisory service to schools.
- To provide direct advisory support to Senior Managers (and Governors) on complex or sensitive issues where it is not appropriate for the Council/Schools Advisory Team to provide this service.

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### **Main Areas of Responsibility**

1. To be responsible for the provision of high quality HR advisory services that meet business objectives of Council services ensuring they are met as part of a One Council approach.
  - Interpret complex workforce and broader demographic data to predict and address workforce challenges in schools
  - Commissioned by schools to mastermind specific recruitment and selection campaigns
2. Managing performance
  - Work in partnership with school managers to develop and implement plans for evolving service provision to meet emergent needs
  - Respond to national consultation on teachers' pay and conditions and-provide advice on implementation of changes to Headteachers and Governors
3. Managing attendance
  - Interpret complex data (eg absence trends) to identify challenges, working with headteachers to resolve them
  - Commissioned by schools to mastermind specific campaigns to address defined complex challenges (eg trends in sickness absence).
4. Promoting harmonious industrial relations
  - Works in partnership with trade unions and formal groups to promote harmonious industrial relations including ensuring the effective operation of directorate and school based consultative machinery.
5. Identifies opportunities for improved efficiency and partnership working, developing and implementation plans for new partnership initiatives

6. When staff leave - Exit
  - Oversee trends in schools and work with headteachers to identify key issues/ areas of concern relating to staff reasons for leaving, and advising on remedial action where necessary
7. Ensure the effective deployment of financial resources and compliance with statutory professional and organisational frameworks.
8. Responsible for ensuring robust business continuity plans are in place, tested annually, and embedded within your service.
9. Ensure your services can deliver any required functions during an emergency and provide resources to the incident where required.

### **Internal Contacts**

- To maintain close contact with other officers in the Children & Young People's Directorate and also officers in other Directorates involved in work related to own area of activity
- To report to the Head of Lewisham Learning, the Director of Education and the Executive Director of Children & Young People's Services through line management, as appropriate.

### **Other Duties**

- To manage, lead and develop teams of human resource advisers and support personnel, allocating resources effectively to ensure optimum support to directorates whilst contributing to delivery of the People Management Strategy.
- To act as business unit manager of the Schools HR Advisory Service, ensuring that the budget is effectively controlled.
- Plan and performance manage the service to meet immediate and future demands, being responsive to schools needs
- To undertake direct line management responsibility.
- To work closely with HR Business Partners to ensure service objectives are achieved.
- To manage a number of budgets on behalf of schools and the directorate. The TOFTUA budget, oversee schools' supply cover scheme, the ERNR budget for both schools and central CYP staff, long service, counselling and employment tribunals costs. Budget responsibility totalling 1 million pounds.

- To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.
- To carry out duties with due regard to the Council's values and behaviours
- All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- Consideration will be given to restructuring the duties of this post for a disabled postholder
- Number of fully managed staff: up to 10

# **LONDON BOROUGH OF LEWISHAM**

## **PERSON SPECIFICATION :**

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The Person Specification is a picture of the 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

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate

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 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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### **CATEGORY**

### **ESSENTIAL REQUIREMENT**

#### **Equality & Diversity**

- |  |          |
|--|----------|
| • Awareness of and a commitment to Equality of Access and Opportunity in a diverse community | <b>S</b> |
| • Understanding of how equality and diversity relates to this post                           | <b>S</b> |
| • Ensuring equity is applied in all decision making  |          |

## 1. Job related knowledge/aptitude/skills

### Knowledge:

#### To have a clear knowledge and understanding of:

- Strong HR knowledge in all aspects of employee relations and legislation **S**
- A skilled manager and leader
- Skilled in dealing with difficult conversations
- Experience of line management
- Proven organisation skills and ability to prioritise
- Having undertaken an appropriate range of recent, relevant professional development **S**
- Organisational and managerial experience **S**
- Ability to Liaise with a wide range of professionals
- Ability to maintain confidentiality, work with discretion and in line with GDPR regulations
- A good general knowledge of employment law and conditions of service and the ability to update personal knowledge on a regular basis. **S**
- Relevant and up to date understanding of Keeping Children Safe in Education and how this promotes the welfare and safety of children, young people and adults working in schools

### Aptitude

- Ability to motivate and engage all key stakeholders. analyse problems and identify solutions within a range of contexts.
- The ability prioritise, analyse problems and identify solutions within a range of contexts
- Ability to work as part of a team whilst also leading on the service delivery.
- Strong interpersonal and communication skills.
- Ability to gain personal credibility with Headteachers, and other Key Stakeholders, including governors.
- Ability to develop strategic partnerships.
- Flexibility and receptiveness to change.
- Ability to liaise with a wide range of professionals with diverse qualifications and experiences.
- Ability to identify, support and disseminate good practice.

**Skills:**

It is Lewisham's expectation that you will demonstrate a high level of skill in the following:

- Good written and oral communication.
- Excellent interpersonal skills.
- ICT and organisational skills.
- Good Negotiation skills.
- Strong presentation skills.
- Excellent time management skills.
- Precise and accurate reporting and recording skills.
- Experience of coaching and mentoring

**2. Experience of successful impact in:**

- HR experience in an education setting **S**
- Evidence of having a passion for working with people and working beyond the confines of the job description
- A proven track record of significant successful staff line management and human resource management ideally in an educational environment
- A proven track record in the provision of high quality HR advice **S**
- A proven track record in personnel data management
- A proven track record in absence management
- A proven track record of experience at a senior level working with trade unions and building effective employee relations

**Evidence of:**

- Ability to work co-operatively and sensitively with others, both independently and as part of a team **S**
- Enthusiastic and self-motivated
- Ability to display a calm, tactful and responsible attitude
- Flexible approach and the ability to adapt to change within the working environment
- Ability to give and take instruction in a professional manner and work on own initiative
- Ability to attend meetings off site and outside of normal working hours, e.g. training provided to stakeholders for example Governors meetings or events
- Thrives on constant change

**General Education**

- Excellent level of literacy and evidence of HR related professional development
- Experience/higher education qualification to a degree level
- Further professional development appropriate to this post

**3. Circumstances:**

- Available for evening and weekend working when required.
- Able to travel to locations around the borough to visit schools

**4. Physical:**

- Generally candidates must meet the standard Lewisham requirements for the post.