



HR Operations Manager

RESPONSIBLE TO: Head of Human Resources - HIJ

RESPONSIBLE FOR: HR Administration Team

About us:

As a healthcare provider, we recognise the fact that prisoners are a socially excluded group with complex healthcare needs that can often be associated with poor outcomes. We believe in putting the patient first, regardless of the environment or their history.

Our mission at Practice Plus Group is **Access to Excellence**.

Our core values are:

- we treat patients and each other as they would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Job Summary

As our HR Operations Manager, you will be responsible for providing a high level of service to our Health in Justice teams. The role is responsible for a small team of HR administrators, who provide administrative support to our Health in Justice Service line through the full employee lifecycle. You will be responsible for the compliance and governance, ensure adherence to relevant legislation and CQC requirements.

You will work closely and build excellent relationships with colleagues managing payroll, pensions, HR information Systems, the wider Health in Justice HR team and our Operational Managers.

Principal Duties and Responsibilities

People Management

- Support the implementation of HIJ People Plan, with focus on improving our HR processes, whilst ensuring we keep the business safe.
- Line management of the HR administration team, including regular 1-1's and team meetings.
- Regularly audit and provide feedback on performance through KPI generation and measurement, ensuring SLAs are delivered and any performance issues are addressed with minimal disruption.
- Coach the HR Administration team and demonstrate a commitment to their professional development within the HR function.

HR Administration

- Ensure that all starters, leavers, and variations are processed in a timely manner. Liaise with the Payroll team to remove any barriers or challenges to enable a smooth process for all teams.
- Centrally support the creation and maintenance of up-to-date Eploy (ATS & On boarding) and iTrent (HRIS) records to ensure accurate Real Time Information (RTI) can be provided to HMRC and the business to include data cleanse and audit activity at regular intervals.
- Support the implementation of additional Eploy or iTrent modules and system developments in conjunction with the HRIS and other HR teams.
- Maintain employment contract templates and our contract matrix.
- Act as a champion for the service line of HR administration processes and procedures, demonstrating responsibility for encouraging customer understanding of standard operating procedures through regular communication and consideration of operational demands.
- Ensure that the HR admin shared mailbox is effectively managed with timely responses/actions taken as applicable.
- Maintain high levels of efficiency, accuracy and professionalism in all tasks and communications in accordance with defined KPI standards.
- To support the production of effective and accurate reports through the HRIS team; ensuring all data is captured and entered into iTrent accurately and investigating any report anomalies and resolving to a satisfactory outcome.
- Ensure that HR files are fully compliant in accordance with Company, legislative and CQC requirements on an on-going basis by managing renewals processes as they relate to Professional Registrations, Work Permits, DBS checks etc.
- Manage the day to day activity associated with our Sponsorship Licence, including required reporting and updates to the SMS (sponsorship management system) to ensure compliance.
- Manage ongoing renewals processes as relevant e.g. Professional Registrations, Right to Work checks, DBS checks etc.
- Remain abreast of upcoming changes to legislative and NHS frameworks and adapt internal processes and policies accordingly. Ensure that teams are adequately equipped to implement the necessary changes
- Undertake related projects work as required; this will include compliance with legislation like IR35, RTW, TUPE transfer across the business, annual pay review processing including national living wage and Agenda for Change pay reviews and administration of the management bonus scheme etc.
- Continuously try to find the most efficient and effective ways of working to deliver the best possible service to the business
- Ensure that the HR Administration team remains compliant with the General Data Protection Act (GDPR), ensuring records are kept in adherence with GDPR.
- Manage and support Subject Access Requests, using One Trust and working with IT and wider HR colleagues to respond to requests.
- To provide expert support to service management teams to meet all regulatory requirements relating to statutory bodies such as the Care Quality Commission (CQC) etc.

Customer Service

- Demonstrate a commitment to customer service excellence through effective communication and responding effectively and speedily to operational requirements.
- Promote a positive and professional image of the HR team in telephone, face-to-face and written communication.
- Ensure that management capabilities of processing people related administration is accurate and robust. Provide regular training and coaching sessions to colleagues and Managers to ensure a reduction in errors and our processes are robust.

- Build and maintain strong working relationships with internal colleagues at varying seniority levels, alongside our external providers such as Zinc, Optima, Enable HR etc.

Additional responsibilities

- Comply with the Company Appraisal system and attend an appraisal every year.
- Ensure updated mandatory training requirements are met for all the team.

Person Specification – HR Operations Manager

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	Good level of general education GCSE Maths and English (pass)	CIPD Level 5 qualification
Experience	Experience of leading and supporting a team in an administrative capacity working to short term deadlines on a regular basis Experience of working with HRIS and ATS systems Experience of managing others (line management) Experience of working within a legislatively regulated environment Experience of managing an administrative function Experience of working within a Human Resources team	Experience of working with iTrent HRIS (Midlands HR) Experience of operating Eploy ATS
Skills and Knowledge	Customer focussed Highly organised and able to evidence competency when working to highly defined processes Able to influence at different levels of the organisation	.

	<p>The ability to prioritise a demanding workload effectively in order to meet deadlines whilst maintaining high levels of attention to detail.</p> <p>Able to convey information clearly and concisely with conviction and in a persuasive manner.</p> <p>Excellent interpersonal skills and able to work quickly, accurately, and productively.</p> <p>High standard of verbal and written communication skills.</p> <p>Demonstrable ability to operate the core Microsoft Office programmes (Word, Excel, Powerpoint)</p> <p>Knowledge of right to work, DBS, Certificates of Sponsorship and IR35</p>	
Other Factors	<p>Able to work under pressure</p> <p>Able to work with challenging behaviours</p> <p>Ability to work across functional departments to balance different agendas and priorities</p> <p>Willing to commute ad hoc to site locations as and when required</p>	

Additional Information:

Appraisal

Practice Plus Group operates a system of individual performance review/appraisal for the purpose of agreeing performance objectives and discussing development needs in line with requirements of service need in the operational plan.

Conflict of Interests

You may not without the consent of Practice Plus Group engage in any outside employment and in accordance with Practice Plus Group Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in Practice Plus Group. Interests that might appear to be in conflict should also be declared.

Confidentiality

The post holder is required not to disclose such information, particularly that relating to patients and staff. All employees are subject to the Data Protection Act 1998 and must not only maintain

strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within. The post holder must not at any time use personal data held by Practice Plus Group for any unauthorised purpose or disclosure such as data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of Practice Plus Group, unless expressly authorised to do so by Practice Plus Group. Further guidance on confidentiality is contained within Practice Plus Group Information Security Management System (ISMS).

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

Education and Training

Personal continuing professional development is encouraged and an annual appraisal system is in place to discuss CPD and ongoing objectives.

Equal Opportunities

The post holder is required at all times to carry out responsibilities with due regard to Practice Plus Group Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with Practice Plus Group.

Health and Safety

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

Risk Management

All members of staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to, co-operate with any investigation undertaken.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Post-holder:

Signature:

Date: