

Job Description and Person Specification

Assistant Director Resourcing & Operations

Grade: SMG2

A Lambeth to be proud of



Role Profile

Title:	Assistant Director Resourcing & Operations
Directorate:	Human Resources and Organisation Development
Grade:	SMG2
Accountable to:	Director of Human Resources and Organisation Development
Accountable for:	Direct reports: 1x Employee Services Manager PO6 1x Recruitment Manager PO6 1x HR Data Insights Manager PO6 1x HR & OD Business Manager PO4 1x Recruitment and Retention Officer PO6

Context

The HR and Organisation Development function leads and enables Organisation development, workforce strategy and change, delivering a strategic and digitally enabled people offer that advances equity and justice and supports the Council's priorities.

The function is structured across three interconnected areas:

- **HR Business Partnering and Employee Relations**
- **Employment Services**
- **Organisation Development and Inclusion**

These areas work together to provide an end-to-end people service, supporting Organisation performance, workforce sustainability and consistent, high quality people management practice.

Job Purpose

To provide strategic leadership for the Council's Employment Services function, ensuring the delivery of efficient, high quality and compliant HR operational services that support Organisation performance and workforce sustainability.

The role sets the strategic direction for HR operations, overseeing the Council's HR digital front door, transactional and employment administration services, recruitment administration, contracts, HR systems, workforce data and insight, agency workforce arrangements and statutory compliance.

The postholder is accountable for ensuring that Employment Services delivers a responsive, accessible, compliant and customer focused service that enables effective people management, supports Organisation change and advances equity and justice through fair and consistent employment practice.

Reporting to the Director of HR and Organisation Development and as a member of the HR and OD senior leadership team, the role works in close partnership with HR Business Partnering and Employee Relations and Organisation Development and Inclusion to deliver an integrated one HR service with clear professional accountability for HR operations and employment governance.

Key Responsibilities

- Set the strategic direction for Employment Services, delivering a modern, efficient and customer focused HR operations function aligned to corporate priorities and transformation programmes
- Lead and assure the Council's HR digital front door and tiered service delivery model, ensuring accessible, consistent and high-quality HR operational services across the organisation
- Provide corporate leadership and governance for recruitment administration, employment lifecycle processes, senior and Member appointments and statutory employment checks, ensuring robust compliance, safeguarding and high-quality candidate experience
- Act as the Council's designated Lead DBS counter signatory, providing corporate assurance on safeguarding, disclosure governance and statutory compliance
- Provide strategic ownership of HR systems and operational infrastructure, including the Oracle HCM platform, ensuring system integrity, data quality, security, development and alignment with Organisation need
- Work in close partnership with IT and Payroll Services to ensure effective system performance, data integrity and seamless integration across HR, payroll and finance processes

- Lead the development and use of workforce data, operational insight and external benchmarking to inform Organisation decision making, workforce planning and performance, including corporate reporting to Committees on workforce demographics, trends and equality outcomes
- Lead and manage contractual arrangements within the Employment Services remit, including the Council's agency workforce managed service provider and other HR operational service contracts, ensuring effective contract management, compliance, performance and value for money
- Provide corporate assurance on compliance with employment legislation, safeguarding requirements, contractual obligations and governance standards across HR operational activity
- Lead and develop the Employment Services function, ensuring high professional standards, strong performance management and a culture of accountability, continuous improvement and service excellence
- Provide assurance to the Director of HR and Organisation Development and corporate leadership on operational performance, risk and service quality
- Work in close partnership with HR Business Partnering and Employee Relations and Organisation Development and Inclusion to ensure HR operations support workforce strategy, Organisation change and equity and justice priorities
- Contribute as a member of the HR and OD senior leadership team, working collaboratively with peer Assistant Directors to deliver an integrated, high performing people function while maintaining clear professional accountability for Employment Services
- Contribute to corporate transformation programmes, digital modernisation and service redesign initiatives

Flexibility

The above is not an exhaustive list and the role holder may be required to undertake additional or alternative tasks and duties as the needs of the business dictate, provided they are within the individual's capabilities and skills set at an appropriate level.

Variation

This is a description of the job as required at the date shown. It is the practice of the Authority to periodically review job descriptions, update them and ensure that they relate to the job performed or incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Director of HR and Organisation Development reserve the right to make changes to the job description following consultation.

Person Specification

It is essential you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).

You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” () on the person specification when you complete the application form.

Criteria

Experience:	<ul style="list-style-type: none"> • Significant senior leadership experience of delivering and transforming HR operational or employment services within a large, complex organisation • Experience of leading HR systems, workforce data and operational insight functions, including enterprise HR platforms such as Oracle HCM and working in partnership with IT and Payroll to ensure system integrity and performance • Experience of managing high value procurement and contracts within a local government or public sector context, including agency workforce or managed service provision • Experience of leading recruitment and employment lifecycle services, including governance of senior and Member appointments and statutory employment checks • Experience of ensuring compliance with employment legislation, safeguarding, DBS requirements and corporate governance frameworks • Experience of leading and developing senior operational teams and contributing at senior leadership team level • Experience of working collaboratively with HR Business Partnering, Employee Relations and Organisation Development to deliver integrated people services 	
--------------------	---	--

Qualifications	<ul style="list-style-type: none"> • Chartered CIPD qualification or equivalent level of professional knowledge gained through significant senior HR operational leadership experience 	
Technical Skills	Description	

HR Operations, Systems and Service Delivery	<ul style="list-style-type: none"> • Provides strategic leadership of HR operational services, ensuring efficient, high quality and customer focused delivery • Leads the development and governance of HR systems, including enterprise platforms such as Oracle HCM, ensuring system integrity, data quality, security and continuous improvement • Designs and delivers modern, digital and tiered HR service models that improve access, consistency and efficiency 	
Data, Insight and Workforce Intelligence	<ul style="list-style-type: none"> • Uses workforce data, operational insight and external benchmarking to inform Organisation decision making, workforce planning and performance • Provides high quality corporate reporting and analysis, including workforce demographics, trends and equality outcomes, to senior leadership and Members • Translates data into actionable insight that supports Organisation performance and service improvement 	
Strategic Leadership and Service Delivery	<ul style="list-style-type: none"> • Leads and develops high performing operational teams, setting clear standards, accountability and performance expectations • Works collaboratively with HR Business Partnering, Employee Relations and Organisation Development and Inclusion to deliver an integrated one HR service • Contributes to corporate transformation, digital modernisation and Organisation change programmes 	
Contract Management, Governance and Compliance	<ul style="list-style-type: none"> • Leads procurement and management of high value HR operational and workforce contracts, ensuring compliance, performance, governance and value for money 	

	<ul style="list-style-type: none"> • Provides corporate assurance on employment legislation, safeguarding, DBS processes, data protection and governance requirements • Oversees recruitment governance, including senior and Member appointment processes, ensuring compliance with constitutional and statutory requirements 	
Behaviours	Description	
Equitable	<p>I:</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part. • Take positive action to ensure everyone in my team has opportunities to learn and grow at work. • Encourage everyone to be themselves at work and value who they are. • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
Kind	<p>I:</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can. • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together. 	

	<ul style="list-style-type: none"> • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard. 	
	<ul style="list-style-type: none"> • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. 	
Accountable	<p>I:</p> <ul style="list-style-type: none"> • Encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way. • Ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • Ensure my team plan ahead, getting the basics right and take swift action when problems arise. • Encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • Provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • Share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • Ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
Ambitious	<p>I:</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when its appropriate to do so and tell me what could be improved. 	

	<ul style="list-style-type: none"> • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together. • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for 	
	<p>creative ways to do things better, being curious about possibilities.</p> <ul style="list-style-type: none"> • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	