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HR Shared Services Team Leader	
Report to:	Head of HR Shared Services
Direct Reports:	HR Assistant (x4)
Indirect Reports:	None
Service Area:	Genesis
Why	<p>Role Summary:</p> <p>The work of the HR Service team is key to supporting the business, line managers and employees in all things HR. This team provide the HR face to the business and HR Services need to be delivered with passion and commitment providing a consistently great customer experience and making sure services deliver optimally meeting all policy and compliance requirements. The Services Team also includes responsibility for improvement – how can systems, processes and data be optimised to make the service even better and take a pro-active approach to lead not just respond to business requirements.</p> <p>The HR Team Lead will be responsible for managing the performance of a team of HR Service Centre Administrators, managing individual performance and will be responsible for engaging in the continuous improvement of the activities of the HR Service Centre.</p> <p>This role will ensure that the full extent of HR Shared Services deliver an effective and efficient HR service to all business units. Responsible for achieving high levels of customer satisfaction and the highest levels of client delivery consistently meeting and exceeding SLAs and KPIs. The HR Shared Services Team Leader has overall accountability for ensuring that the team delivers processes, policy implementation, tools, technology and solutions across HR Shared Services to consistently high levels while driving continuous improvement initiatives and effectively managing compliance.</p>
What	<p>Principle Accountabilities:</p> <ul style="list-style-type: none"> • Lead, manage and develop the HR Shared Services Team • To take ownership of the HR administrative processes, which include new starter on-boarding, variation to terms and conditions and leavers, ensuring all actions are taken within payroll deadlines. • Be the key contact for HR Business Leaders as customers of the service • Provide the face of the HR Shared Services to the business meeting regularly with HR Business Partners and Business Unit Managers to clearly manage business expectations of the service in a proactive and positive manner • Organise and lead HR Shared Services team meetings to update on monthly performance, improvement initiatives and business changes

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	<p>impacting the service</p> <ul style="list-style-type: none"> • Attend HR and Business meetings to represent HR Shared Services and contribute to operational and strategic decision making • Drive process standardisation and improvement within HR Shared Services through team management and proactively supporting team actions • Ensure technology is optimised to best meet HR Services and Business requirements working closely with the Head of HR Shared Services/Head of HR IS • To contribute to HR policy and procedure development to allow Genesis to adopt best practice. • To take ownership for data accuracy and integrity. • To establish effective monitoring and reporting of performance and share this information with relevant managers across Genesis. • To undertake any project work relevant to the activities of the Shared Services Centre. • Ensuring that the new starter process is administered as per the agreed procedure • Responsible for the ongoing improvement and development of the Process & Improvements and HR Shared Services Teams ensuring an integrated approach to service delivery and collaboration with the HR operations team • Manage and co-ordinate the planning, resourcing and implementation of service delivery and improvement including HR compliance areas which include DBS/ Right to work and other HR legislative requirements • Manage and co-ordinate the tracking and reporting of service delivery according to agreed KPI's/SLAs and other measures agreed • Management of services, reporting of process improvement plans for the resolution of service related risks and issues • Direct involvement in operational HR interventions where a greater level of seniority or experience is required • Directly manage the performance and development of the HR Shared Services Assistants • Lead decision making and prioritisation of system and process change requirements within budgetary constraints of HR Shared Services to ensure improvement targets are met • Lead in driving improvements and CI initiatives, liaising with business stakeholders to clarify how they can best support the HR Shared Services team smoothing the way to effective delivery of improvements • Keep personal knowledge up-to-date through external networking and attending conferences bringing back leading edge and innovative HR Services thinking and sharing this with the team and HR Leadership. Introducing and applying new methods and applications to the HR Service Team when feasible and appropriate. 		
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Essential Skills/Abilities</td> <td style="width: 50%; text-align: center;">Desirable Skills/Abilities</td> </tr> </table>	Essential Skills/Abilities	Desirable Skills/Abilities
Essential Skills/Abilities	Desirable Skills/Abilities		

<p style="text-align: center;">Who</p>	<p>Experience</p> <ul style="list-style-type: none"> • Previous management of HR teams with an in depth understanding of how these can be optimised in an HR Shared Services environment • Thorough understanding of HR administration processes and a good knowledge of Payroll • Experience in delivering outcomes within a customer focused business, securing value for money and a high level of customer satisfaction. • Experience in working with Microsoft packages. <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of HR Information Systems. <p>Skills</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills. • Keen and proven problem solver. • Proven influencing and negotiating skills. • Proven skills in prioritising workload and meeting deadlines. • Good analytical skills and attention to detail. • Proven ability to work under pressure and to short deadlines. • Ability to manage diverse stakeholders and create a strong customer centric culture within an HR Shared Services operation • The ability to lead and influence whilst being able to manage business requirements appropriately through a 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a complex multi-site organisation. • Experience in managing supplier relationships. • Experience of managing projects <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of employment law. <p>Skills</p> <ul style="list-style-type: none"> • Report writing skills. • Experience of relationship management with partner/service providers internally and externally <p>Qualifications</p> <ul style="list-style-type: none"> • Professionally qualified to degree level or equivalent.
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	<p>collaborative partnership approach</p> <ul style="list-style-type: none"> • Proven experience of leading, managing and motivating a successful team • Ability to challenge business demands and to balance team and business needs appropriately, setting clear expectations for both • Experience of performance management, coaching and mentoring at advisor level • Proven experience of advising and supporting internal and external stakeholders • Discreet with the ability to handle confidential and sensitive situations <p>Qualifications</p> <ul style="list-style-type: none"> • Whilst a recognised HR qualification would be preferred, we would consider applications where equivalent knowledge and expertise has been obtained via experience 	
Who	<p>Values:</p> <p>These are the core values we expect every employer to have</p> <ul style="list-style-type: none"> • Commitment to modelling the Genesis values at all time • Commitment to the principles of equality, diversity and inclusion, treating everyone with respect in a non-discriminatory manner • Commitment to the belief that people can be supported to develop and achieve their goals 	
Spans of Control	<p>Key Performance Indicators:</p> <ul style="list-style-type: none"> • Time taken to on-board candidates. 	
	<p>Environment: (Location, travel, etc.)</p>	<p>Camden/various business locations as and when required</p>
	<p>Scope</p>	<p>4 x HR Assistants</p>

National Frame work in which we work	Safeguarding Responsibilities	Genesis is committed to safeguarding and promoting the welfare of all adult customers and as well as the children staff may come into contact with whilst performing their work duties. Genesis expects all staff and volunteers to share this commitment
	DBS Requirement	Not applicable.
	Health and Safety Management Information	
Position	Level:	
	Salary:	
	Date Reviewed:	16/09/2017