

Job Description and Person Specification

Assistant Director of Resourcing &
Operations

A Lambeth to be proud of



Job Title: Assistant Director or Resourcing & Operations

Department: People & Workforce Experience

Division: People & Workforce Experience

Business Unit: People & Workforce Experience

Grade: SMG2

Reports to: Director, People and Workforce Experience

Responsible for: Recruitment & Operations 5 senior roles, 18 other roles

Context

The People & Workforce Experience function has an ambitious culture change programme. We are committed to engaging the workforce through our vision 'connected by purpose,' emphasising the importance of employees' roles in enhancing the lives of our residents and the communities we serve. Our people are at the heart of the workforce transformation programme with a key focus on improving the workforce experience to understand the moments and things that really matter to them to help them perform at their best.

The Refreshed Workforce Transformation Programme focuses on getting the basics right and describes the following aims to ensure we have the right foundations to enable good people management practice across the council:

- A fit for purpose modern People & Workforce Experience structure which is flexible and responsive to changing needs of the business and staff with the right skills and capability to support the business
- Clarification of roles and responsibilities for managers, People & Workforce Experience and employees
- A modern recruitment service that inspires people to seek employment in the council which is simple and easy to follow
- Providing managers and leaders with the fundamental baseline information and data to make good people management decisions
- Focus on developing our leaders, managers and People & Workforce Experience professionals on the fundamentals of good people management practices
- Supporting leaders and managers to make good decisions on people management casework to minimise risk to the council and improve the experience for staff
- Increased autonomy to all teams and individuals to make decisions direct to the business to resolve issues without the need for bureaucratic decision making and pushing issues to senior level.

Job Purpose

To provide leadership and direction for developing, delivering and reviewing a comprehensive, effective, value for money, customer focused recruitment service and operations function, which supports and delivers the strategic objectives of the council and the HR strategy.

Responsibilities

1. Strategic HR Management

- Collaborate with stakeholders to identify HR priorities from corporate and departmental plans to develop and implement comprehensive resourcing strategies to attract, select and retain a diverse and skilled workforce.
- Lead the development and execution of a comprehensive workforce planning strategy aligned with the local government's overarching goals.
- Ensure operational processes and procedures are in place within the HR Operations function that are lawful, fit for purpose, customer focused, effective and aligned to the Council's objectives.
- Ensure the Council's temporary labour solution operates and is fit for purpose to deliver temporary labour across all divisions of the Council. Leading the annual review of supply chain delivery maintaining cost efficiencies.
- Lead strategic development of recruitment campaigns that support the hiring and onboarding of suitable candidates across all divisions.

2. Leadership & Management

- Lead and develop the resourcing and operations function to ensure the Council's needs are met and are fit for purpose.
- Ensure that the function provides a customer focused service by responding to customers' needs by identifying and defining business delivery requirements and implementing integrated processes in recruitment and operations which provides optimum service delivery.
- Lead and develop the Lambeth employment brand, promoting the Council's reputation positively and effectively to a diverse target audience.
- Overall responsibility for ensuring that the Council's customers, clients, service users are protected by ensuring safer recruitment principles are applied at all times.
- Ensure the Operations and Resourcing team are managed and supported in accordance with the Council's policies and procedures.
- Ensure the wider strategy, including the vision and objectives of the Council and the function are regularly communicated to the team.

3. Budget Management & Financial Planning

- Conduct comprehensive financial analyses to forecast and project budgetary requirements.

- Identify cost-saving opportunities and efficiencies without compromising the quality of services or operations.
- Ensure compliance with organisational financial policies, procedures, and relevant regulatory requirements.
- Monitor expenditures regularly to ensure adherence to the approved budget.
- Lead on the procurement of new services/suppliers in relation to the purchase of all temporary resource, in accordance with the Council's procurement rules.
- Implement effective controls and measures to address any variances, providing timely reports to leadership on budget performance.

4. Process Optimisation

- Ensure effective process and procedures are in place to ensure excellent service is provided to the function's customers.
- Implement best practice in talent acquisition to enhance the overall quality of hires.
- Identify opportunities for process improvement with HR Operations & Resourcing on a continuous basis.
- Collaborate with cross functional teams to enhance overall operational effectiveness.
- Ensure all HR Operations comply with relevant employment laws, regulations and organisational policies.

5. Record Keeping & Reporting

- Ensure systems are in place and that the team maintain accurate and up-to-date HR records, ensuring compliance with confidentiality and data protection policies.

6. Training and Development

- Be responsible for and engage in your own organisational learning and development and your continuous professional development.
- Support your colleagues with their continuous professional development and organisational learning.

7. Stakeholder Management

- To develop working relationships with key stakeholders and colleagues and collaborate to help support with various ideas and solutions for the HR function.

- Act as the key contact for the Council with the Ownership Master Service Provider (MATRIX), ensure they meet expectations in terms of their contractual obligations and service delivery.
- Lead on procurement of new vendors that support and deliver recruitment and HR operations provision.

8. General

- Maintain compliance with the Data Protection Act, GDPR and confidentiality of employee information and the Council's data.
- Drive a culture of continuous improvement through the HR Function by identifying opportunities to make changes to ways of working to maximise the effectiveness and efficiency of the HR Function's operations and recruitment service.
- Ensure through all your work you are committed to all aspects of inclusion and diversity.

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 this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to 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 Head of Service reserves the right to make changes to your job description following consultation.

PERSON SPECIFICATION

<p>It is essential that in 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).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>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.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	Knowledge of employment legislation, statutory codes and best practice guides affecting recruitment and HR operations	✓A
	K2	Experience and/or knowledge of issues relating to the attraction, recruitment and on-boarding of international staff	
	K3	Knowledge of the local the labour market and the recruitment & retention challenges currently being experienced by the public sector	✓A
	K4	An understanding of equality issues and commitment to the aims and objectives of the Council's Equal Opportunities Policy	
Relevant Experience	E1	Experience of working across a broad range of HR Operational areas/specialisms	✓A
	E2	A successful proven track record of leading, developing and delivering a first-class business focused HR service within a large/complex and fast moving organisation	
	E3	Experience of fostering positive and collaborative working relationships with recognised trade unions and other representatives	✓A
	E4	Experience of issues relating to the attraction, recruitment and on-boarding of international staff	✓A
	E5	Experience of leading and managing a large operation team either or in human resources	
		Experience of managing change	
Qualification		Post Graduate Qualification in HR such as CIPD Professional Membership of CIPD Evidence of Continuous Professional Development	✓A

Core Values and Behaviours		<p>Equity</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. 	
		<p>Kindness</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 • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • 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. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for 	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I 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 	
		<p>Ambition</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 it's appropriate to do so and tell me what could be improved. • 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 creative ways to do things better, being curious about possibilities. • 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. 	