

Job Description

Job Title	Head of HR Operations
Directorate	Strategy and Change
Service Area	People and Organisational Culture
Grade	13
Competency Level	3
Salary	£78,297 – £83,919
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

To design, lead and deliver HR strategies that enable the Council to achieve the objectives set out in its People Plan, transformation programme, and Council Plan.

To provide strategic leadership to the HR operations function, driving organisational performance, ensuring compliance with employment legislation, ensuring the Council attracts and retains a diverse workforce and fostering a culture of innovation, equality, diversity, inclusion, and employee wellbeing.

To provide professional advice to senior leaders and elected members while ensuring the efficient delivery of HR services across the organisation.

Directly Responsible For:

HR Business Partnering Lead

Talent and Attraction Lead

Employee Relations and Policy Lead

Workforce Analyst

Directly Responsible To:

Director of People and Organisational Culture

Main Areas of Responsibility:

Strategic Leadership and Delivery:

- Develop and implement HR operational strategies aligned with the local authority's corporate objectives
- Act as a key advisor to the senior leadership team, providing insight on all aspects of human resource management, workforce planning, change management and culture change
- Contribute to the wider leadership of the organisation as a member of the senior management team
- Work proactively with partners and represent Liverpool City Council across local, regional and national forums

HR Operations Management:

- Oversee all aspects of HR operations, including recruitment, employee relations and HR business partnering
- Ensure HR policies and procedures are up-to-date, compliant with employment law, and reflective of best practices
- Lead the design and implementation of effective HR service delivery models, ensuring high-quality, customer-focused support for managers and employees

Workforce Planning and Development:

- Lead workforce planning initiatives to address current and future staffing needs using data and insight to evidence strategies

Recruitment and Retention:

- Lead recruitment and retention strategies/policies that support the Council's ambition to be an employer of choice with a diverse workforce

Employee Relations and Engagement:

- Oversee complex employee relations cases, ensuring fair and consistent application of policies
- Ensure that Council meets all legal responsibilities for consultation with trade unions and actively promotes positive employee relations and best practice
- Champion a culture of inclusivity and diversity, promoting engagement and employee well-being initiatives

Change Management:

- Lead and support organisational change programs, including restructures and transformation projects, ensuring effective consultation and communication processes
- Provide advice and support to large-scale change management and organisational restructuring, including an effective job evaluation process
- Provide leadership on TUPE transfers and other significant workforce changes

Compliance and Risk Management:

- Ensure compliance with statutory and regulatory requirements related to employment law, safeguarding, and data protection
- Identify and manage risks associated with HR operations, proposing and implementing mitigation strategies

Performance Management and Reporting:

- Monitor and report on HR performance metrics, ensuring continuous improvement of HR services
- Manage the HR operations budget effectively, ensuring value for money and alignment with strategic priorities

Equality, Diversity, and Inclusion (EDI):

- Champion EDI principles across the workforce, ensuring policies and practices are inclusive and accessible

- Ensure legislative EDI reporting requirements are met, working in consultation and collaboration with other functions as required
- Monitor and report on workforce diversity metrics, driving actions to address any gaps

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- Recognises achievements and provide constructive feedback and guidance to encourage development and work-based learning, ensuring staff take responsibility for their own learning

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing your own functional cost centre budget, time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This is a hybrid role and expects that working from home practices follow the Council's Health and Safety Policy and Procedure together with the Agile Flexible Working policy
- The role may require visits to other locations and sites and the postholder will be expected to follow the necessary Health and Safety Policy and Procedure

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and commitment to customer service and excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Commitment to managing people well and in line with the Council's People Plan
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Business continuity, emergency planning and risk management
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, duty of care responsibilities and the City Council's safety plan

- Participation in the tactical/out of hours rota

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Chartered membership of the Chartered Institute of Personnel and Development (MCIPD) or equivalent professional qualification (A)
- Evidence of continuous professional development in HR and leadership (A)

Experience

Essential

- Extensive experience in a senior HR leadership role, ideally within a public sector or similarly complex organisation (A, I)
- Significant experience in managing HR operations, including recruitment, employee relations and policy development (A, I)
- Experience leading organisational change programs, including workforce restructuring and TUPE transfers (A, I)
- Demonstrated success in advising and influencing senior leaders and stakeholders on HR matters (A, I)
- A successful track record of building effective relationships with managers, staff and employee representatives in a large and complex organisation (A, I)
- Significant experience in developing and managing an effective People Strategy that meets the needs of the business (A, I)
- Solid employment law knowledge and proven experience of applying updated legislation to a variety of HR situations (A, I)

- Extensive experience in managing a workforce team to deliver high quality, innovative and engaging workforce solutions that maintain a skilled and effective workforce (A, I)
- Experience of developing, managing and monitoring workforce programmes and projects (A, I)
- Financial management and performance reporting experience (A, I)
- Experience of providing high standards of proactive customer service (A, I)

Desirable

- Experience of managing relationships in a political environment
- Experience of senior level partnership working across sectors

Skills/Abilities

Essential

- In depth knowledge of employment legislation and best practices in HR management (A, I)
- In depth knowledge of terms and conditions of employment
- Strong leadership skills with the ability to inspire and develop high-performing teams (A, I)
- Excellent communication, negotiation, and influencing skills (A, I)
- Strategic thinking with the ability to manage competing priorities and deliver results under pressure (A, I)
- Proficiency in HR systems and data analysis to inform decision-making (A, I)
- Knowledge of budget management processes within a local authority context (A, I)

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A)