Job Description

Post: Business Services Team Leader - HR

Purpose

To challenge educational and social disadvantage in the North.

Duties and Responsibilities

- Live our mission, values and drivers every day.
- Lead and coordinate the delivery of our HR administration service, ensuring work is completed accurately, efficiently and within agreed service standards and statutory deadlines.
- Deputise for the people service delivery manager as required and support the effective day-to-day operation of the wider administration function.
- Line manage designated business services administrators, providing leadership, coaching, support and development to ensure a high-performing service.
- Allocate, prioritise and monitor workloads across the team, ensuring resources are deployed effectively and service demands, KPIs and SLAs are met.
- Act as an escalation point for complex, sensitive or high-priority administration matters, providing guidance and operational support where required to maintain service delivery.
- Oversee recruitment administration and onboarding processes, ensuring vacancies are advertised, pre-employment checks are completed and offer documentation is issued in line with safer recruitment requirements.
- Oversee the maintenance of the single central record (SCR), ensuring records remain accurate, compliant and inspection ready.
- Coordinate the administration of employee lifecycle processes, including appointments, contractual changes, pay amendments, transfers and leavers, ensuring records are accurate and maintained appropriately.
- Champion the effective use of our trust's HR systems, ensuring employee records, organisational structures and workflows are maintained in line with approved standards.
- Lead the administration team's support for workforce attendance processes, producing and analysing management information to support compliance monitoring, workforce planning, audit activities and operational decision-making.
- Coordinate audits and quality assurance activities to maintain data integrity, identify risks and ensure compliance with our trust procedures, statutory requirements and agreed service standards.
- Coordinate employee benefits and referral schemes, ensuring effective administration, communication and guidance on HR processes, pay and benefits.
- Ensure personnel records and highly confidential employee, safeguarding and recruitment information are maintained, stored and handled in accordance with legal, regulatory, data protection and our trust requirements
- Handle highly confidential employee, safeguarding and recruitment information with discretion, ensuring compliance with data protection legislation and trust policies.
- Identify opportunities to improve systems, processes and ways of working, supporting the continuous improvement of HR administration services across our trust.
- Engage fully in our trust’s professional growth process to fulfil personal potential and be able to participate effectively in the implementation of our trust’s strategic big moves.
- Attend meetings / training and carry out administrative tasks and duties as specified on our trust calendar.
- Consistently implement all trust policies and contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a designated safeguarding lead.
- Carry out any other reasonable duties as requested by the people service delivery manager.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.