

Head of People Operations

Candidate information pack

Our History

Affinity Trust is a social care provider and charitable organisation working in England and Scotland.

With more than 30 years of experience, we specialise in supporting people with learning disabilities, autistic people, and other assessed needs.

Since establishing in 1991, we have steadily expanded our services to ensure more people can live active and fulfilling lives.

We now support almost 1,000 people across more than 200 locations and have around 1800 team members.

Our organisation is a registered provider with the Care Quality Commission in England and the Care Inspectorate in Scotland.

We are a registered charity in England, Wales, and Scotland, and we operate as a company limited by guarantee registered under the Companies Act of 1985.



Our purpose and values

Supporting people to live their life, their way

Our values are the foundation of our approach and unite us as an organisation to deliver high- quality, person-centred support. We talk about them a lot, and they are critical to providing the very best for the people we support. If you see anyone not living up to our values, we encourage you to challenge them (in a nice way, of course) and help them think and work differently



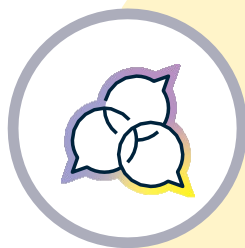
People are at the heart of everything we do.

- ✓ We listen, we learn, we build on strengths.



We give our best.

- ✓ What we do matters.
- ✓ Good days and bad. We take responsibility.



We work together.

- ✓ We are one team and value people's strengths and differences.
- ✓ We are open and trusting with each other.



We have courage.

- ✓ We try new things.
- ✓ We are creative and adaptable.

Job title: Head of People Operations

Reports to: Director of People

Overview

In this pivotal role, the Head of People Operations will focus both strategically and tactically on all things relating to people processes, procedures, ways of working and systems. Through team leadership, excellent stakeholder management, strong relationships and a restless determination to seek excellence and efficiency, the Head of People Operations will provide Colleagues with a clear, smooth, user-friendly process lifecycle and experience. With the benefit of metrics and feedback, this role will focus on continual improvement and take a longer-term and externally influenced view on people data management, finding new and innovative ways to improve service, excellence and end user experience. At Affinity Trust it's critical to us that we keep people at the heart of everything we do and that we remember, throughout the employment lifecycle, that we have a commitment to be fully inclusive in all we deliver.

Reporting to the Director of People, the Head of People Operations will also play a significant leadership role both across the People Team and, as part of the Affinity Trust Senior Leadership Team. They will provide support and expertise as well as mentoring and coaching to enable self-development in others. Through proven experience and knowledge, they will be a trusted advisor across the organisation and will inspire a culture of clear accountability, high engagement and outstanding performance.

The Head of People Operations will be accountable for managing and mitigating risk in all areas of people data management, people reporting, data storage and accessibility whether that be through automated workflows or more manual processes. They will have an enquiring mind, be curious about the art of the possible and will constructively challenge the organisation on the opportunity and benefits of future investment in people, process and system change and improvement.

What you'll do

- Focus on the knowledge, skill and development of every member of the People Operations team. Work alongside them to identify gaps in understanding, expertise, experience and capability and find innovative and engaging ways to address these.
- Support personal development and learning both at individual and team level, provide regular feedback on all work-related issues, set clear goals and objectives and encourage innovation and creativity by empowering Colleagues to be courageous and curious in all that they do.
- Review all existing people processes and procedures to determine where there is opportunity for improvement and greater efficiency and a more streamlined approach to the management of data overall.
- Gain a comprehensive understanding of how our iTrent system works, how it supports our organisation from both a Payroll and HR perspective and where there is opportunity for development and investment to further improve efficiency and user experience.
- To have a strong working knowledge of all our other people systems (e.g. benefits and rostering) and how they do or don't integrate with iTrent. To understand how our use of these systems impacts Colleague experience either positively or negatively and work alongside key stakeholders in the organisation to take a strategic and inclusive approach to the improvement of digital ways working and future digital transformation.
- To be the main point of contact within HR for our broader organisation and regulatory reporting capability and data requirements. To offer clarity on which systems hold which data, how that data can be mined, interpreted and fed into current and future reporting tools and dashboards.
- Be the lead account manager on behalf of Affinity Trust for our third-party people system suppliers, most critically but not exclusively iTrent. Develop and maintain strong supplier relationships, hold suppliers to account for agreed delivery, review on-going contractual agreements and expectations and be the main conduit for issue escalation when the standard process for raising cases fails to resolve problems.
- Initiate and lead continual process reviews and mapping to ensure these remain at an optimal level and provide our Colleagues with great user experience and our organisation with the efficiency, clarity and compliance it demands.
- As a member of the People Leadership Team, collaborate and work closely with the other People Heads of Department to build a strong spirit of team and shared support and to ensure the avoidance of silo working, duplicated activity or end user confusion about who is accountable for what.
- As a member of the Affinity Trust Senior Leadership Team work across boundaries with colleagues, on behalf of the wider organisation, and support projects and initiatives which drive our strategy and business plans forward in a positive and inclusive way.

- Contribute, and where appropriate, lead on specific projects determined either by the Director of People or by the Executive Team to improve the effectiveness of our People Operations functions and/or to be part of a broader project group delivering a wider, more strategic change across the organisation.
- Where appropriate, deputise for the Director of People or other Heads of People and undertake any other duties across either the People Directorate or the broader organisation as required.

What we'll need from you

- You will need proven knowledge and experience of working with People and Payroll systems. Ideally this will be iTrent but that won't be a mandatory requirement.
- You must be able to demonstrate your understanding of people systems generally, how they integrate with other systems across an organisation, where and how people data is captured and stored, how workflows and functionality can be developed and how issues are escalated and resolved.
- You must understand how an employee lifecycle works from a people data perspective, what it required to achieve smooth and efficient processes, how and where you can positively optimise user experience.
- You will have proven skills and abilities in stakeholder management and relationship building and you will use these to influence ways of working across the entire organisation.
You will also be able to support Colleagues and leaders alike in the delivery of all the organisation's goals and strategic ambitions.
- You will have experience of driving continuous improvement, not necessarily within social care, but with an understanding of the challenges we face in this sector. You will have a strategic mindset, be able to design, develop and implement a full range of innovative solutions to drive excellence across our people processes and systems.
- Conversely you will have a critical eye for detail, fact and process. You will be restless in your pursuit of excellence and efficiency and will not be satisfied to cut corners or produce sub optimal results.
- You will need to be comfortable with, and provide evidence of, being able to manage a very busy workload, working to tight deadlines, and being sufficiently self-motivated to meet objectives on time and within budget without being managed or working under close supervision.

Salary and Benefits

The salary for this role is £61,200. We also offer a range of great benefits, and this list is still growing

- 32 days annual leave pro-rata (including bank holidays), which we increase the longer you are with us
- Cycle2Work Scheme
- We offer Wagestream - a money management app that gives you access to a percentage of your pay as you earn it
- Blue Light Card - All work and no play is not fun, so enjoy discounts in your favourite shops, restaurants, travel and great days out, provided at no cost to you
- A 24-hour Employee Assistance Programme for you and your family members
- Life Assurance and Pension scheme
- Company-funded health cash plan
- Ability to buy additional holiday



Apply today!

We're transforming how we recruit and lead our people. Are you in?

We want to hear from you.

Diversity is something we celebrate and life would be dreary, and change slow, if we all thought the same way.

We're committed to being Disability Confident and we guarantee to interview all applicants with a disability who meet the minimum criteria for the vacancy.

Together we make it possible

