Assistant Shared Services Manager

Job description and person specification

Housing Plus Group

Job description – Assistant Shared Services Manager

Reporting to the Head of People Services

People responsibility:

- Direct reports = **0**
- Indirect reports = **2**
- Total employees = **2**

Summary of role:
As part of the Group's wider leadership team, the **Assistant Shared Services Manager** plays an integral role in **the People team** which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has leadership responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Lead the day-to-day delivery of customer-focused HR Shared Services, ensuring effective management of inboxes, workloads, priorities and outstanding activity.
- Ensure the accurate, timely and compliant delivery of all employee lifecycle administration, recruitment support and compliance processes.
- Manage service response times, quality and customer experience, ensuring queries are appropriately owned, progressed and resolved.
- Proactively manage backlogs, team capacity and emerging service issues, taking timely action to maintain delivery and escalating significant risks appropriately.
- Provide visible, hands-on leadership to the HR Shared Services team, supporting performance, development, wellbeing and accountability within agreed management arrangements.
- Act as the first point of escalation for complex operational matters, exercising sound judgement and resolving issues within agreed levels of authority.
- Working with management team, implement improvements to processes, service quality, controls and ways of working.
- Maintain effective operational controls, including routine audits, data quality assurance and compliance with organisational policies.
- Build effective working relationships with HR Business Partners, Payroll, People Systems and other stakeholders to support joined-up service delivery.
- Maintain continuity of business-as-usual service delivery throughout periods of organisational and systems change

Additional responsibilities:

- **Financial responsibility:**
  - Responsible for managing and controlling identified expenditure within agreed budgets.
- **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

  - Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to
- **Data Protection:**
  - To follow the Data Protection principles in all work activity
  - To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Assistant Shared Services Manager;

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos with exceptional people management and team leadership skills which motivate and inspire.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation's strategic priorities, culture and purpose.
- Support the implementation of departmental plans and ensure high quality day to day service delivery.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- Experience of contributing to organisation-wide strategic planning
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- Strong senior stakeholder management and the ability to influence and shape organisational change.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.

- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- Level 7 CIPD qualification or equivalent experience (essential)
- Strong HR Shared Services / HR Operations experience (essential)
- Excellent organisation, prioritisation and workflow management skills. (essential)
- Proven ability to take control of busy workloads, reduce backlogs and improve service responsiveness. (essential)
- Strong operational leadership skills with the confidence to set expectations and drive accountability for delivery. (essential)
- Strong customer mindset with a track record of improving service to colleagues and managers. (essential)
- Strong understanding of employee lifecycle processes and HR/payroll dependencies. (essential)
- Hands-on, proactive and solutions-focused, with the ability to work at pace through change. (essential)

Training and Development:

In line with our Group values ‘Own it, Improve it, Live it’ you will receive a role specific training plan to support you in the role of Assistant Shared Services Manager.

You will be required to complete continuous professional development, to further support your role and the Group.