



Forward thinking
Straight talking

HR Operations Manager/ Team Leader

JOB SPECIFICATION

Gateley /

POSITION:	HR Operations Manager / Team Leader
LOCATION:	Birmingham
CONTRACT TYPE:	Permanent

The *role*

We are looking for a HR Operations Manager to work alongside our Senior HR Manager and wider HR team to support and deliver a first-class HR service. You will be responsible for overseeing the daily operations of the HR Administration team, ensuring an efficient and effective HR service delivery. The role involves managing HR processes and systems as well as leading a team of HR Administrators to support the Company's goals.

The successful candidate will be able to build and form strong working relationships across all levels of employees to deliver an efficient and effective HR Service. You will report directly into the Senior HR Manager and also work closely with our HR data team, Payroll and Reward team, as well as our HR Business Partners, HR Advisors and Recruitment team.

Duties and Responsibilities:

- Lead and manage a team of HR Administrators, providing guidance and support, whilst working with the wider HR team to provide development opportunities, as well as helping to balance workloads across the team.
- Help ensure the Early Careers Administrators are trained and compliant with the HR processes they are also responsible for, including having the relevant checks in place to monitor this.
- Responsibility for leading and overseeing the onboarding process for the team, ensuring a positive candidate experience.
- Champion a positive end-user experience and be responsive to employee and manager needs.
- Ensuring compliance with all pre-employment checks for new joiners as well as ad-hoc screening checks for existing employees in line with the Company's Employee Screening policy throughout the year.
- Responsibility for the relationship with our third party screening supplier Accurate and to act as an escalation point for the team.
- Oversee and optimise HR processes including lifecycle management.
- Collaborate with other departments to ensure HR initiatives align with organisational goals and objectives.
- Monitor and analyse HR metrics to identify trends and areas for improvement.
- Collaborate with stakeholders to deliver a seamless HR operations service and continuously improve the employee experience.
- Lead on projects to improve team operations.
- Support the transition of new systems.
- Manage workflow across the team, looking for efficiencies and opportunities to streamline processes and enhance workflow.

- Support the onboarding and integration of new acquisition businesses.
- Work closely with the payroll team to ensure clear and timely communication between teams and act as escalation point for any unresolved discrepancies or issues.
- Stay up-to-date with industry trends and best practices in HR operations.

The *team*

Our team of HR professionals work closely to support the group's business strategy. The team prides itself on supporting and driving our employees' personal and professional wellbeing to ensure they can maximise their full potential.

The *person*

Candidates will be able to demonstrate the following attributes:

- Proven experience in HR operations or a similar role, preferably within professional services.
- Strong knowledge of HR Processes, systems and best practices.
- CIPD qualified (minimum level 5, level 7 would be advantageous).
- Ability to influence and negotiate at all levels, including senior stakeholders.
- Excellent organisation/time management skills.
- Thrive within a fast paced and progressive working environment.
- A client centric mindset focussed on enhancing the employee experience.
- Attention to detail with the ability to work under pressure and to tight deadlines.
- First class verbal and written communications skills.
- Proactive, resilient and self-motivated approach towards work.
- Previous working knowledge of Midland HR I-Trent HR System would be advantageous.
- Always maintain absolute confidentiality and exercise discretion.
- Able to work effectively both on an individual level and as part of a team.

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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