

HR Operations Manager (Maternity Cover, Fixed Term Contract)

Grade: 10

Directorate: Finance & Support Services

Location: WWT Slimbridge Wetland Centre
(this role can work in a hybrid way after
induction)

Reporting to: Head of People

Main function of post: The HR Operations team is engaged in the administration of a broad range of HR activities associated with the employment lifecycle and its development. The HR Operations Manager will lead the provision of a high quality, efficient and cost-effective HR service across WWT (both in the UK and overseas) for both employed staff and casual workers. This role requires a unique skill of ensuring compliance but also challenging the status quo and continuous improvement.

Supervisory responsibilities: HR Operations team line management of three people and one casual worker.

Responsibilities of the post

1. Lead the HR Operations team to ensure delivery of a high standard, accurate and timely HR operations service to customers, covering all aspects of WWT employment practice. In particular ensure that the payroll function operates effectively and efficiently, and that the external suppliers provides a high-quality accurate service. Oversee the payroll process which includes UK (including Northern Ireland), Casual Worker, Cambodia, Madagascar and any other country in which WWT may employ.
2. Act as a role model for the team, developing team members to reach their potential and work collaboratively. Ensure that the appropriate levels of direction and support are provided through professional line management in line with WWT's people frameworks.
3. Is an advocate and ally for diversity, inclusion and belonging (DIB) in all WWTs employment practices. Contribute to the DIB workstream where appropriate.

4. Keep up to date with legal developments and best practice. In conjunction with the Head of People, identify, propose and implement agreed changes to the WWT employment framework, advising the management team on compliance and risk.
5. Ensure WWT is legally compliant with employment matters within the remit of this role. In particular, ensure that WWT's suite of employment policies, procedures and practices are up to date and aligned to and support WWT's ambitions, values and behaviours. Develop and maintain a suite of template documents to support the policies and procedures. Ensure that information held on the HR database and personal files is secure, updated in a timely and accurate manner and complies with any legal or data protection requirements.
6. Lead the integration and development of all aspects of HR administration into the HR system (such as payroll and recruitment); other systems are effectively maintained and developed to meet business need. Ensure the systems are optimised for end user experience and HR and are compliant with legislation, regulation and practice.
7. Oversee the recruitment and selection process for WWT, ensuring the hiring of high-quality candidates in a timely and cost-effective manner with a great experience for all. Use technology and industry expertise to drive efficiency and experience. Develop and embed the standardisation of recruitment processes. Provide innovative and scalable solutions to meet organisational needs.
8. Provide management information and reporting on key performance indicators as requested by the Head of People. Monitor and analyse HR metrics, provide regular reports on trends and recommend appropriate actions.
9. Be responsible for statutory reporting such as Gender Pay Gap and Labour Force Survey (NI).
10. Manage and develop the compensation and benefits programme, including monthly payroll, annual pay review, life assurance provision and the promotion of benefits. Identify new benefits as appropriate.
11. Provide support to the Head of People for the organisations Engagement Survey and resultant action plans.
12. Provide central HR support where required for organisational restructures and re-organisation or employment tribunals.
13. Manage the relationship of service providers such as HR systems (recruitment, payroll, HR database) pay benchmarking, occupational health and engagement survey. Procure best value for money from suppliers of services, systems and benefits.
14. Actively contribute to the development of the competence of line managers within WWT to lead and manage their teams. Contribute to the development and delivery of training workshops, guidance tools, and other initiatives and work in conjunction with the Training and Development Manager and Head of People as a subject matter expert.

15. Support the future accreditation of WWT in areas such as Disability Confident, Workplace Wellbeing Charter, Time to Change and Real Living Wage.
16. In conjunction with the Head of People, continually seek to review and improve WWT employment practices and experience, undertaking developments projects as and when required.
17. To provide line management and leadership to staff and volunteers within the team enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional line management in line with WWT's people frameworks.
18. To manage and develop initiatives, working within the appropriate functional frameworks which clarify the role of both site based and central teams and ensuring that both work collaboratively together as one organisation.
19. To ensure the health, safety and wellbeing of everyone in your team is an integral part of how they work, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines.
20. To be responsible for ensuring that your team engage with the WWT Sustainability Statement being aware of negative environmental impacts and incorporating sustainable ways of working within your team.
21. To ensure that your team engage and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
22. To ensure that everyone in your team adheres to WWT's Data Protection policy and GDPR standards as an integral part of how they work.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: 12 January 2024

Amended: 23 January 2025

Person Specification

1. Qualifications

Essential:

- Educated to Level 7 CIPD or equivalent or have experience of working at a senior level in HR.
- Current driving license as the ability to travel to other locations is essential

Desirable:

- Chartered Member of the Chartered Institute of Personnel and Development (CIPD) and / or Chartered Institute of Payroll Professionals (CIPP)

2. Experience

Essential:

- Experience of developing and working within a partnership relationship with managers in order to represent and advocate the wide range of topics within the sphere of the employment framework.
- Experience in supervising or managing an administration team delivering timely and accurate processes, record keeping, payroll administration and management information.
- Demonstrable knowledge of office administration systems and equipment, including MS Office software applications especially Word and Excel.
- Experience of utilising computerised database systems including the manipulation of data and generating of reports and information.
- Solid understanding of UK employment law with a keen interest in ongoing developments and its practical application
- Experience of analysing complex data and information to be able to make sound recommendations
- Strong verbal and written communication skills to effectively convey complex information in a simple way
- Experience of delivering statutory and organisational reporting
- Experience of salary benchmarking and job evaluation
- Experience of developing, implementing or optimising HR information systems and reporting tools
- Creating and reviewing HR policies, processes and procedures ensuring they are fit for purpose and easy to use.
- Experience of implementing new initiatives and driving change in a complex environment.
- Experience of HR administration throughout the employee lifecycle
- The courage to do things differently, challenge the status quo and think in a non-traditional HR way where possible

Desirable:

- Experience of managing payroll processes and related legislation
- Experience of the not-for-profit sector
- Experience of administering and interpreting psychometric testing
- Experience of delivering mediation
- Integration of systems to maximise efficiency
- Working knowledge of employment law and practices in Northern Ireland, Madagascar & Cambodia
- Experience of managing organisational design and grading structures
- Experience of managing benefits
- Experiencing of leading a multi-disciplinary team
- Experience of leading others who do not report into you or your function (i.e. matrix management)

3. Managerial & Supervisory

Essential:

- Experience of managing or supervising a team to deliver high levels of customer service

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	3	0
Volunteers	0	0
Casual Workers	1	0

4. Responsibility

Essential:

- Ensure that the HR team is supported and receive the necessary training and development to allow them to meet their objectives
- Operate independently, escalating matters, obstacles and risks to the Head of People
- To maintain professional knowledge, professional development and competence and be able to share this with managers and team members
- Ensure that WWT employment practices are adhered to throughout assigned business areas
- To ensure statutory compliance in employing staff and workers
- Take responsibility for own professional actions and decisions
- The ability to work to deadlines, adapting to changing situations and managing a busy workload

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility	£290,000
Income	£0
Project Size (normally managed)	Small/medium
Assets (required for job, exc. buildings)	£500
Visitors (number per annum)	N/A

5. Creative Ability

Essential:

- Ability to originate an idea and to translate it into effective action
- Ability to facilitate meetings and workshops in order to generate ideas, seek solutions and gain support for plans and projects
- Ability to proactively identify opportunities for continuous improvement
- Ability to work with others in a collaborative and solutions focused manner to achieve win-win outcomes
- Ability to generate effective and pragmatic solutions to new situations and problems as they are presented
- Strategic / big picture thinking and identify areas to improve policies and ways of working that help us to achieve our strategic ambitions
- Strong attention to detail to ensure that all payroll and other HR related tasks are completed accurately.
- Proven ability to problem solve with the ability to think logically and laterally
- Strong organisational and administrative skills
- Demonstrable ability to manage and resolve people related issues with practical, pragmatic solutions in a supportive manner, maintaining long term effective working relationships.
- Ability to review the employment framework and propose changes to ensure that activities support the organisation, are legally compliant and operationally practical.

6. Contact

Essential:

- Ability and confidence to represent WWT professionally when engaging with external agencies, suppliers and networks
- Strong communication skills with internal customers, external suppliers and stakeholders
 - Build contacts within the HR community and charity sector, as appropriate. Enjoys finding out what other ethical businesses are doing

- Work with payroll third party to ensure that their responsibility for payroll is fulfilled
 - Work with external third-party legal advisor to ensure employment related cases are managed in line with best practice and legislative compliance.
 - Work with external third parties for project work, as appropriate
- Ensure regular contact with the Head of People on HR matters and the progress of projects, employee relations issues and general day to day HR matters
- Confidently liaise and advise managers and staff at all levels on HR practices and policies.
- Collaborative approach to the day to day and projects

Desirable:

- Experience of building and working alongside a network of professionals in the third sector
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General Notes

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.

This post is suitable for hybrid working but will require regular presence at Slimbridge to work alongside the HR Operations team and others, therefore a current driving license is essential as is a willingness to travel. This role may involve travel to other WWT work locations and sites, including possibly our international locations, if agreed.