



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE: Head of HR

Grade: MG2

DIVISION/SECTION: Human Resources

Responsible to: Director of Corporate Services

Responsible for: The Merton HR service (approximately 29 staff and £2.4m budget)

Post number:

Date:

1. MAIN PURPOSE

- 1.1 The post holder will lead and provide strategic leadership to the Merton Human Resources (HR) function. The post holder will ensure that the Human Resources service provided to the London Borough of Merton is of the highest standard, delivered in line with newly delivered SLAs and within budget and explore options on the future provision of the service with other London Boroughs.
- 1.2 The post holder will be responsible for the delivery of the Workforce Strategy, with other key stakeholders to ensure the workforce is fit for the future.
- 1.3 In addition, the postholder may be responsible for other shared service development work as required; managing project teams and ensuring the delivery of the projects on time and on budget and in line with the expectations of all the councils involved.

2. MAIN DUTIES AND RESPONSIBILITIES

- To support the organisation in developing, retaining and deploying an exceptional workforce -
- To ensure managers are supported to deliver excellent human resources management by facilitating and ensuring the provision of high quality human resources advice to senior officers and managers within LBM.
- To lead, manage and develop a quality, cost effective, and customer-focused Human Resources service in accordance with authority's policies and procedures
- To deliver a well-managed Human Resource service ensuring that recruitment, training, development, appraisal, performance, workload allocation, quality assurance, risk and other

management activities are carried out in accordance with policy and to the benefit of the service and the staff in it.

- To ensure that the Human Resources service recruits the best possible staff - being responsible for the selection, recruitment and deployment of staff within the Human Resources division, ensuring the implementation of Council policy. To ensure an appropriate management structure for the services and take steps to ensure that staff are well motivated, effectively trained and supervised.
- To manage a budget in the region of £2.4m per annum, and to ensure that effective financial management processes are maintained within the service
- To ensure that LBM receives high quality and value for money support from some of our key contracts – for example by being responsible for the management of a number of contracts on behalf of the council, including the temporary workers contract and those managed by other authorities on our behalf, notably the HR Information System and payroll contract,
- To deliver service transformation, modernisation and improvement
- To deliver a client focused service that has excellent client feedback - for example through the development and monitoring of SLAs deliver that service.
- To keep abreast of human resources developments, both in local government and in other sectors, and to be responsible for ensuring that the organisation takes relevant action in response to these changes.
- To lead on the delivery of the Workforce Strategy, working with key members across the organisation to ensure a fit for the future workforce
- To champion Data Quality in the Department, proactively ensuring that the data managed by the Human Resources division on behalf of the council is both well maintained and used to identify and drive service improvements across the council.
- To lead other shared services projects; managing staff, senior stakeholders and the budgets of these projects and ensuring high quality project governance is in place throughout.
- To represent the Director, or the Council, as appropriate at external meetings on behalf of the authority
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility or as requested by the Director of Corporate Services.

**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
PERSON SPECIFICATION**

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Qualifications and Experience

- Educated to post-graduate level or with requisite management experience
- Chartered Institute of Personnel and Development (CiPD) qualifications are essential
- Project management qualifications are desirable but not essential
- Experience of managing transformational change and effective working with staff, partners and key stakeholders
- Evidence of success in exploiting new opportunities, determining and evaluating service quality and achieving best value for internal clients
- Evidence of successful resource and financial management, formulating budgets and applying rigorous monitoring and control procedures
- Evidence of demonstrable evidence of leading teams through major change
- Experience of performance management of staff including the ability to motivate staff, including professional staff, to work more productively
- Experience of managing complex projects involving multiple boroughs through to successful conclusion.

Skills and Knowledge

- A strategic thinker with a record of effective and efficient service delivery
- Ability to work in partnership and across organisational boundaries with highly developed relationship management skills
- Comfortable with working in fast changing working environments and able to work effectively with ambiguity
- Strong budget, resource management, planning and performance management skills, commercially aware and a strong negotiator and influencer
- An ability to manage risk and take appropriate risk mitigation measures
- Solutions and outcomes focussed
- Proven leadership and interpersonal skills combined with the ability to work effectively as an individual and within a team in an environment of competing priorities and tight deadlines.
- Personal and professional demeanour, probity, credibility, sensitivity and integrity that command the confidence and trust of members, chief and senior officers, staff, partners and other stakeholders
- A strong and effective leader, who has an empowering and interactive approach
- An effective communicator who is positive and determined
- Willingness to act corporately and collaboratively

Managerial and personal requirements

- Good communication skills, both orally and in writing
- Good numeracy and analytical skills
- Understanding of the principles of value for money and an ability to apply them in the management of support services
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team
- Ability to be available to attend premises out of hours to attend evening meetings and in the event of emergencies or urgent management issues in relation to HR