

JOB OUTLINE

Job title:	<i>HR Manager</i>
Job ref:	HFL1519
Hours:	37 hours per week, 52 weeks per year. Reduced hours in non-term time may be available for the right candidate. Please include your maximum non-term-time working hours in your application.
Salary band:	From £46,000 p.a. depending on experience
Contract:	Permanent
Reports to:	Head of HR & Recruitment Services
Team:	HR & Recruitment Services
Location:	Hybrid working consisting of remote working, working across educational settings in Hertfordshire and neighbouring counties (including London) and working from our Head Office in Stevenage, Hertfordshire.

The expectation is to travel to educational settings / Head Office as required. This will often be 2 days per week but there will be variations from week to week, to meet evolving business needs. A mileage allowance is payable in accordance with our expenses policy.

From time to time, you may be required to work outside core business hours to support business needs, such as attending briefings and training.

OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

JOB CONTEXT

HFL Education's HR & Recruitment Services team work to support customers in delivering an excellent education for children by providing advice and support on solutions tailored to meet the needs of their setting. We provide specialist HR advice and consultancy to over 500 schools, with approximately 30,000 staff. Customers repeatedly buy back into our service year after year because of the depth of expertise and the high quality of the service we provide.

Our HR and Recruitment offer is founded on our deep knowledge of the education sector and our appreciation that schools, settings, and trusts need a high quality, expert strategic and operational HR service both proactively and inevitably, reactively, alongside forward-thinking proactive recruitment strategies.

Our team has a truly authentic distributed leadership culture, with our team trusted to think pragmatically to meet customer needs and empowered to make decisions.

PURPOSE OF THE JOB

The HR Manager's role will encapsulate both strategic and operational elements.

As a member of our departmental SMT, the role holder will support the design of departmental strategy, lead on the operational delivery of strategy in their areas of responsibility and play an active role in departmental leadership activities.

Our HR Manager will be working closely with and supporting the Service Development Lead, and as HRM will lead and manage the day to day running of the HR Advisory service ensuring high standards of delivery. This team consists of Senior HR Advisors and HR Advisors delivering both in-person and digital provisions. Our services include a HR helpdesk, HR advisory service, strategic business partnering, mediation, investigation services, staff wellbeing, TUPE, bespoke HR consultancy services and training.

Our HR Manager will lead on the design and development of internal services and lead on services that we provide through partnerships including Occupational Health, Payroll, Absence Insurance and Financial advice.

MAIN AREAS OF RESPONSIBILITY

The HR Manager will:

- Lead and manage the day-to-day functionality of the HR advisory team (HR Advisors and Senior HR Advisors) in partnership with the Service Development Lead.

- In partnership with the Service Development Lead oversee the delivery of HR helpdesk, casework, and consultancy services to schools and trusts.
 - Liaise with external partners (e.g., Occupational Health, Payroll) to ensure integrated service delivery.
 - Ensure high standards of service delivery and quality assurance across all operational activities to meet contractual obligations.
 - Manage complex employee relations cases and support team escalation points.
 - Provide coaching, supervision, and development for HR team members.
 - Maintain operational oversight of caseloads, ensuring timely and pragmatic resolution.
 - Contribute to departmental strategy and operational planning as part of the SMT.
 - Ensure compliance with employment law, safeguarding, and HFL policies.
 - Contribute to departmental leadership and strategic planning.
 - Collaborate on cross-team initiatives and service alignment.
 - Support customer engagement and relationship management.
 - Promote HFL's values, ethos, and commitment to inclusion.
 - Lead and manage our HR advisory services, providing a solution focused, pragmatic and sector orientated advisory and consultancy service to customers on the full range of complex employee relations and wider HR issues. Work in collaboration with the Service Development Lead to deliver contract and traded HR services.
 - Operational management of the HR team's caseload to ensure high standards of delivery, consistency and quality assurance.
 - Manage and develop the HR Advisors and Senior HR Advisors to ensure delivery of a high-quality service to customers.
 - Support cross-departmental working with other business services teams.
 - Actively lead and drive a culture of continuous improvement and collaborative working.
1. Develop and maintain excellent relationships with customers at all levels and other key stakeholders.
 2. Represent the HRS team at external events and conferences, confidently delivering key messages and services.

3. Support the Head of Service and Service Development Lead in promoting services for new business, including presenting service offers and contributing to tender offers and responses.
- Contribute to team activity including internal training and CPD to share best practice and support the team in continuous development activities.
- Keeping current and aware of national policy changes, HR, and employment law developments, and the differentiated needs of our customers to inform best practice and services within the team, and to ensure sector leading advice and knowledge for customers.

The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Qualifications:

- Holds a CIPD Qualification at level 7 or above, is in the process of gaining accreditation, or has experience in a strategic HR role operating at this level (Essential).
- Educated to degree level or has equivalent experience (Essential).

Knowledge and Experience of:

- Experience of effective people leadership, proven ability to get the best from a team such that they deliver effectively and efficiently demonstrating great customer service. (Essential).
- Strong experience of managing and bringing to a successful conclusion complex and contentious HR casework including discipline, grievance, capability, and harassment (Essential).
- Leading and supporting organisational design and development processes (Desirable).
- Working with internal or external leaders to understand current and evolving future needs of the business, diagnosing key opportunities for change and designing and solutions to deliver change and professional outcomes. (Essential).
- Leading or supporting complex HR projects, including change management, restructuring and redundancy, TUPE, leadership development, talent management and organisational design and development (Essential).
- Up to date knowledge and understanding of HR and a thorough understanding of the practical application of employment law (Essential).

- Experience of, or ability to come up to speed quickly on, education sector employment law (Essential).
- Leading or supporting with the design, development, and delivery of organisational and people strategies (Desirable).
- Working with and negotiating with trade unions (Desirable).
- Previous experience of maximising new business opportunities and utilising networking and customer relationships to generate future business opportunities (Desirable).
- Operating in public, education or not for profit sector (Desirable).

Skills and abilities:

- A positive outlook, with energy, drive, enthusiasm, and determination to succeed.
- Excellent written and verbal communication skills.
- Proactive, receptive to new ideas.
- Pragmatic thinking and a solution focus.
- A flexible approach and ability to adapt to differing customer environments.
- Able to manage own working time to meet customer needs effectively.
- Excellent interpersonal skills with an ability to engage, influence and appropriately challenge a wide range of stakeholders.
- Strong risk-analysis skills. Ability to interpret, communicate and advise others on mitigating risks in decision making.
- Strong organisational skills, with an ability to balance competing demands, prioritise, and work under pressure to meet deadlines.
- Passion to deliver an exceptional customer centric service.
- Future focused, inquisitive, and open-minded.
- Can interpret and analyse information and data from a wide range of sources and develop and articulate related strategies and recommendations appropriately.
- A commercial mindset and ability to understand business drivers, priorities and how these align with HR and people practices.
- Able to balance commercial mindset alongside a commitment to HFL's not-for-profit ethos, purpose and values.
- Strong attention to detail.

EQUAL OPPORTUNITIES

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and

maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

DISCLOSURE AND BARRING SERVICE

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

INTELLECTUAL PROPERTY RIGHTS

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy regarding IP.