



Job Description

Job Title:	HR Operations Manager
Department:	Human Resources
Certified Role:	No
Reports to:	Head of Human Resources
Direct Reports:	HR Officer, HR & Payroll Officer
Budget Responsibility:	No

Purpose of role:

The HR Operations Manager will be responsible for managing and personally delivering an excellent operational HR service to the Bank. The HR Operations Manager will manage two HR Officers and will have responsibility for the delivery and oversight of payroll, recruitment, performance management administration, SMCR, employee relations cases, HR policies and procedures and the Bank's obligations as a Visa Sponsor, as well as other operational tasks and projects. This is a broad role and the HR Operations Manager will be responsible for hands-on delivery as well as team management of two HR Officers (one specializing in Payroll) to deliver the responsibilities set out below and act as the first point of contact for employee and manager queries. The HR Operations Manager will be a role model and champion for the Bank's corporate values.

Primary Responsibilities of Role:

- Deliver an effective, efficient and friendly operational HR service to the Bank.
- Manage the HR Information System (ADP) to ensure robust and timely reporting on people metrics and an easy to use employee and manager self service.
- Manage / oversee the monthly payroll, including UK payroll and Nigerian Rep Office Payroll oversight and pensions administration processes by the responsible HR Officer.
- Ensure the payroll and visa requirements for the Bank's international secondees are met.
- Ensure accurate and timely reporting of payroll to Finance by the responsible HR Officer.
- Ensure compliance with all HMRC employer duties and requirements.
- Provide administrative support, reporting and assist with job analysis for the Bank's annual submission to reward benchmarking surveys.
- Manage the end of probation process for all new joiners, coaching managers through the process as needed.
- Manage the administration and reporting of the Bank's performance management processes.
- Managing and overseeing the benefits administration for the Bank.
- Manage the annual review of the employee benefits provision, including Private Medical Insurance, Group Income Protection, Life Assurance and other core benefits, benchmarking to the market as needed.
- Manage the Bank's responsibilities as a Home Office Visa Sponsor.
- Manage and oversee the response to audit requests for HR information.
- Ensure the HR information system is up to date at all times.
- Manage the recruitment processes for the Bank, ensuring that candidates and hiring managers receive a great service and the right talent is recruited into the Bank.
- Manage the onboarding and induction processes for the Bank.
- Manage and update the HR policies as required.
- Provide advisory and administrative support to employee relations cases, as directed by the Senior HR Business Partners.
- Manage requests for operational HR support including attendance management support, employee enquiries, reference requests etc. Manage the HR team inbox.



- Support the Head of HR and Senior HR Business Partners with the management of aspects of the Senior Managers and Certification regime, including liaising and consulting with SMF holders (EMC Leads and Board directors).
- Manage key HR vendors, such as provider of occupational health services, including contract management and liaison.
- Create and deliver L&D initiatives, including lunch & learns and bite sized training, in consultation with the Senior HR Business Partners. This may include delivery of training related to people management and sourcing of appropriate suppliers for other training.
- Manage learning and development activities from an administration and coordination perspective.
- Manage the Bank's online mandatory elearning package, including the vendor management of the provider.
- Provide internal communications, administrative and reporting support for the Bank's annual Great Place to Work Survey.
- Ensure that administration is delivered in line with Regulatory requirements.
- Maintain a close liaison with the Senior HR Business Partners to ensure that the operational HR support for the business areas they support is efficient and effective.
- Support the Head of HR and Senior HR Business Partners with other projects and operational requirements as necessary.

Conduct Requirements:

Individual Conduct Rules:

Rule 1: You must act with integrity.

Rule 2: You must act with due skill, care and diligence.

Rule 3: You must be open and cooperative with the FCA, the PRA and other regulators.

Rule 4: You must pay due regard to the interests of customers and treat them fairly.

Rule 5: You must observe proper standards of market conduct.

Competence Requirements:

Professional/Academic Qualifications:

Essential:

Desirable: CIPD qualification is desirable

Experience/Knowledge

Essential: Proven track record as a HR Operations Manager in Financial services, ideally in Banking. Experience of operating in a busy, broad and diverse role, with a mix of team management and delivering hands on administration and advice. Previous experience of people management is essential. A subject matter expert for the HR team and line managers on HR Policies, employee relations, practical and technical aspects of Payroll and benefits management and SMCR administration. The successful candidate will be experienced in providing expert advice and coaching on ER issues to people managers.

Desirable: SMCR experience and knowledge

Leadership:

Essential: Acts as a role model and champion for the Bank's values. Strong people management skills.

Desirable:

Functional/Technical Skills:

Essential: Champions the use of the HRIS to ensure the best service to the Bank. Adopts a solutions-based approach to internal clients, identifying and implementing new solutions.

Desirable:

Interpersonal Skills:

Essential: Excellent interpersonal, communication and relationship management skills. Service oriented and willing to go the extra mile to deliver. Excellent team player.



Desirable:

Competencies:

There are *six core behavioural competencies* applicable to every member of staff as part of FBN's Performance Management Framework and are fundamental to the way in which we operate. The level of behaviour required for your role is detailed below and the full range of descriptors for each level is available in the Competency Framework Booklet.

	Competency	Level
1	Professionalism	3
2	Client Focus	3
3	Decision Making & Accountability	3
4	Working with Others	3
5	Change Orientation	3
6	Risk Awareness	3

Signed:

Date: