

## **Job Description**

**Job title:** Human Resources Operations - Project Manager

**Grade:** 10                      **Post number:** 003945

**Directorate:** Chief Officer's Directorate

**Unit:** Human Resources and Organisational Development

### **Job purpose**

Support the Reward and Operations Manager to scope, design, and deliver a range of transformational human resources related projects using project management expertise and tools.

### **Principal accountabilities**

1. Deliver key human resources projects for the human resources and organisational development unit using the project management methodology.
2. Provide support and expert advice on important human resources projects for key members of the human resources team.
3. Develop standard operating procedures, process maps and tools to support HR and where appropriate the wider business adopt the product of project outcomes.
4. Using human resources expertise and knowledge undertake relevant research to inform the development of human resources related project briefs.
5. Develop successful networks within the organisation and with external partners to enable successful project delivery.
6. Analyse and present data and reports relating to projects, identifying errors and advising on solutions.
7. Provide necessary project management support for human resources projects and activities including collation and distribution of information, organising meetings, and servicing meetings to ensure timely outcomes for HR work.
8. Provide governance and quality assurance on all documents submitted for establishment control meetings and ensure all documents are submitted for sign off in good time once approvals are granted.
9. Contribute to project support and project management relating to the procurement of the HR system following public sector procurement practices using government procurement frameworks.

10. Manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.

11. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities

### **Key contacts**

**Accountable to:** Reward and Operations Manager

**Accountable for:** Resources allocated to the job

**principal contacts:** HR Business Partner teams, Resourcing Team, Learning and OD team, HR Senior Leadership Team, Directors, senior manager, staff, external partners

## **PERSON SPECIFICATION**

### **Technical requirements/experience/qualifications**

1. Member of the Chartered Institute of Personnel and Development or able to demonstrate an equivalent level of knowledge gained through experience.
2. Experience of providing a human resources business partner/human resources service and experience of delivering corporate HR initiatives and projects.
3. A good working knowledge and practice of public sector procurement requirements.
4. Excellent knowledge of Microsoft Office, especially Excel, PowerPoint, and Word.
5. Experience of configuring, building, and implementing human resources systems.

### **Behavioural competencies**

#### **Building & Managing Relationships**

...is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

#### Level 3 indicators of effective performance

- Actively engages partners and encourages others to build relationships that support GLA objectives
- Understands and recognises the contributions that staff at all levels make to delivering priorities
- Proactively manages partner relationships, preventing or resolving any conflict
- Adapts style to work effectively with partners, building consensus, trust and respect
- Delivers objectives by bringing together diverse stakeholders to work effectively in partnership

## **Communicating & Influencing**

...is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

### Level 3 indicators of effective performance

- Encourages and supports teams in engaging in transparent and inclusive communication
- Influences others and gains buy-in using compelling, well thought through arguments
- Negotiates effectively to deliver GLA priorities
- Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
- Advocates positively for the GLA both within and outside the organisation

## **Strategic Thinking**

...is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

### Level 3 indicators of effective performance

- Translates GLA vision and strategy into practical and tangible plans for own team or delivery partners
- Consistently takes account of the wider implications of team's actions for the GLA
- Encourages self and others to think about organisation's long term potential
- Informs strategy development by identifying gaps in current delivery or evidence
- Takes account of a wide range of public and partner needs to inform team's work

## **Planning & Organising**

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

### Level 3 indicators of effective performance

- Monitors allocation of resources, anticipating changing requirements that may impact work delivery
- Ensures evaluation processes are in place to measure project benefits
- Gains buy-in and commitment to project delivery from diverse stakeholders
- Implements quality measures to ensure directorate output is of a high standard
- Translates political vision into action plans and deliverables

## **Problem Solving**

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

### Level 3 indicators of effective performance

- Clarifies ambiguous problems, questioning assumptions to reach a fuller understanding
- Actively challenges the status quo to find new ways of doing things, looking for good practice
- Seeks and incorporates diverse perspectives to help produce workable strategies to address complex issues
- Initiates consultation on opportunities to improve work processes
- Supports the organisation to implement innovative suggestions

## **Organisational Awareness**

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

### Level 3 indicators of effective performance

- Uses understanding of differences between the GLA and its partners to improve working relationships
- Helps others understand the GLA and the complex environment in which it operates
- Translates changing political agendas into tangible actions
- Considers the diverse needs of Londoners in formulating GLA objectives
- Helps others understand how the media and external perceptions of the GLA influence work

## **Responding to Pressure and Change**

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

### Level 3 indicators of effective performance

- Clarifies direction and adapts to changing priorities and uncertain times
- Minimises the pressure of change for the directorate, lessening the impact for the team
- Uses change as an opportunity to improve ways of working, encouraging others' buy-in
- Keeps staff motivated and engaged during times of change, promoting the benefits
- Takes ownership for communicating change initiatives clearly, ensuring smooth implementation

## **Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work