

Job Description



This job description may be amended from time to time dependent on job requirements and Service provision.

Section A

Post Title: HR Business Operations Officer

Location: Hybrid/Teith House

Reports to post (Title): HR Business Partner: Business Operations

Service: People & Community Wellbeing

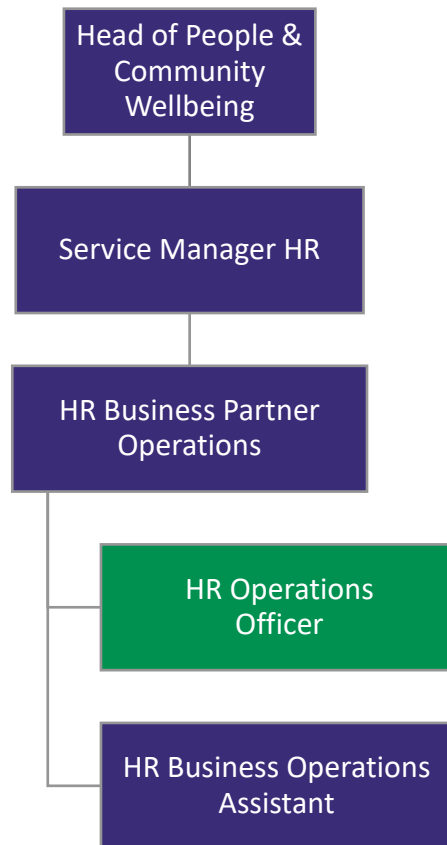
Grade: JE08

Eval Ref: A3673

Date: March 2025

Section B

Organisational Relationship



Section C

Principal Purpose and Objectives

This section lists the main (headline) responsibilities/accountabilities of the job.

- This post will support the delivery of HR Business operational services. As HR Business Operations Officer, you will report to the HR Business Partner - Operations.
- You will be responsible for the supervision, co-ordination, and monitoring of the work of a team of HR Business Operations Assistants, to ensure the provision of advice and guidance relating to HR transactional and business operational processes in line with KPIs.
- You will support the development of a proactive and solution focused team which identifies and implements business efficiencies in how we operate and ensures a seamless and efficient customer experience.
- You will develop and improve the functionality within Oracle Fusion, identifying opportunities for the implementation of new and improved processes to support informed business decision making processes.
- You will develop and maintain relationships at all levels of the organisation, including your immediate colleagues, the wider HR team, the business change team, managers, trade unions, employees, and external partners.

Section D

Main Duties and Responsibilities

This section provides detail of the main responsibilities/accountabilities. Individual tasks may be included. Note these are illustrative only and are not exhaustive.

Systems:

- Supervise and monitor the standard and quality of responses to a high volume and range of HR enquiries (both internal and external), via mainly, but not restrict to, the HR Helpdesk, ensuring the quality of response is high and identifying, highlighting, and exploiting opportunities for continuous improvement.
- Provide advice and guidance relating to HR system functionality, HR policy, and employment advice relating to HR transactional and business partnering processes, to deliver support to all customers, meeting regulatory and legislative requirements.
- Build, develop, and utilise expertise in Oracle Fusion, to ensure the identification and maximisation of efficiencies in HR Business Operations transactional processes.
- Collaborate with stakeholders to ensure identified system processes and improvement are achieved, ensuring these meet business requirements.
- Support the ongoing development of data and monitoring information from Oracle Fusion, OHIO (the Occupational Health platform) and other appropriate Council systems. Identifying opportunity for streamlined processes and automisation.
- Contribute to the development of, and supervise the preparation and provision of, monitoring data and monitoring reports, in line with the annual reporting programme, and on an ad-hoc basis as required, ensuring provision of quality data in line with KPI, to support informed decision making.
- Work closely with the HR Business Partnering, and Workforce Planning and Organisational Development teams, to ensure the delivery of seamless operational transactions, pro-actively identifying areas for improvement for customers and between teams, through the design and management of efficient systems and user-led activity.

- Review performance management information, to ensure standards and timescales are met, and address areas for improvement while sharing areas of best practice.

Team Supervision:

- Supervise the work of the team providing team members advice and guidance relating to HR system functionality, HR policy, and employment advice which relates to HR transactional and business partnering processes,
- Undertake the training and development of team members to ensure responses to queries meet policy, regulatory and legislative requirements, including HR Helpdesk responses relating to conditions of service, maternity, family leave, flexible working, and retirement requests. You will also address areas requiring improvement and promote the sharing of examples best practice.
- Undertake the induction of new team members and support new and existing team members by providing advice, support, training and mentoring in HR matters, to share best practice, promote peer learning, and ensure the transfer of learning and expertise.
- Co-ordination team resources to support HR Business Partnering activities including case management processes such as attendance, attendance capability, disciplinary and grievance administrative processes.
- Oversee and allocate support for HR business partnering projects and activities including the Council's Wellbeing Programme, policy consultations, and HR research and development activities.
- Build relationships with services, overseeing overall performance in relation to query resolution and customer and service satisfaction.
- Undertake the review and updating of team risk assessments for the wider HR Business Partnering team, ensuring appropriate actions are taken, and ensuring their regular communication and recording.

Section E

Responsibility for Physical Assets, Data and Finance

This section details responsibility for **physical assets**, e.g. vehicles, buildings, stock control/procurement, **data**, e.g. computers, record keeping, **finance** e.g. budget holding/monitoring/cash handling.

- Information managed will be of an extremely confidential and sensitive nature. Strict observation of GDPR legislation must be always observed.
- Information managed will often relate to both legal and contractual issue affecting the individual. The post holder will be required to exercise discretion in decision making taking account of wider impact on policy and process.
- Post holder will be responsible for overseeing the work of others ensuring this meets standards, timescales, and legislative requirements.
- Co-ordinating and allocating confidential and sensitive information and data, ensuring accuracy and team compliance with data protection legislation, and appropriate data sharing agreements.
- Ensuring the maintenance and quality of HR data, and interrogating HR systems including Oracle and Occupational Health.
- With autonomy, and alongside the support of the HR Business Partner: Business Operations, the post holder will identify issues and develop solutions to HR Business operations matters impacting the customer experience and journey.

Section F

Communications Skills

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact, and explains the nature of the communication and level of skill required by the post holder.

- The post holder will be required to demonstrate excellent written and verbal communication skills and the ability to communicate to employees, senior managers, trade unions, peers, and external partners on HR policy and process, on which they may be unfamiliar. This may also include research, interview, and investigation skills.
- The post holder must be able to present and respond to information in various formats, such as via Oracle Fusion, OHIO, and including face-to-face, written (including digital formats), and telephone communications, and deal effectively with HR enquiries escalating where appropriate.

Internal: The post holder will deal with a wide range of individuals and organisations such as Heads of Service, Service Managers, and employees. The post holder will be required to work and liaise with recognised trade union representatives.

External: The post holder will be required to liaise with other external organisations such as Mastek, COSLA, the Falkirk Pensions office, and other Local Authorities

Section G

Mental Skills

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

- Oversee the effective allocation of resources, ensuring the balance of customer expectations in the context of daily demands and business peak periods.
- Oversee the team ensuring skills, training and knowledge are provided to build the conditions for a high standard of performance.
- Handle HR matters many having legal or statutory requirements and be required to maintain an up-to-date knowledge of terms and conditions of employment, policies, procedures, and HR systems including Oracle Fusion and OHIO.
- Demonstrate a high level of initiative, planning and organisational skills, and take ownership of issues working with minimum support and guidance.
- Take ownership of role and identify and highlight opportunities for continuous improvement.
- Always demonstrate confidentiality to contribute to effective and efficient service delivery and deal with a range of problems or situations which require a high degree of tact and diplomacy and a professional response.
- The postholder will be required to work to standards and procedures, individually and as part of a team, demonstrating the commitment, flexibility, and a high level of organisation necessary to meet KPIs.

Section H

Working Environment and Physical Effort

This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions, plus any specific physical effort. Any need for out of hours working will be noted.

- As HR provides a support and advice service to a diverse range of services who operate at differing hours, flexibility in working hours is expected.
- The post holder will be required to attend internal and external meetings in person as required, or via MS Teams. The post will be based on a hybrid working model, with an estimated up to two days in the office, however this may change in line with business needs.
- The post holder will require to be flexible and support the HR Business Partnering Team, and Workforce Planning and Development team as required.

Section I

Knowledge and Skills

This section details the knowledge and skills including any qualifications, specific training or experience required.

Essential Criteria:

- Qualified to SCQF Level 6 in Business Administration or equivalent.
- HR Administration process/systems understanding and experience.
- Excellent skills and experience in the use of computer software to produce accurate and effectively present reports and data using MS Office packages including Word, Excel, Access, and PowerPoint.
- Experience of using an ERP system for reporting, data extraction and analysis.
- Use of data analysis tools such as Power Bi and ERP systems .
- Ability to interpret more complex data to identify trends and support informed decision making.
- Strong organisational skills.
- Knowledge of HR issues and admin procedures.
- Excellent communication and influencing skills - both written and oral.
- Customer service focus.
- Discretion and confidentiality.
- Innovative and continuous improvement approach.
- Proactive approach with the ability to work independently and be flexible in a changing environment.
- Able to co-ordinate multiple competing demands to required timeframes.

Desired Criteria

- Local government or public sector experience within an HR setting.
- Working knowledge of Oracle Fusion.
- Experience of complex spreadsheets, including pivot tables and mail merges.