

# Position Description

## People Operations Specialist



The Cooperative Bank

### Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

### Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



### About the team

The People & Culture (P&C) Team has a key role in ensuring that The Co-operative Bank (“the Bank”) has the organisation culture, employee engagement, workforce performance and capability to have the right people, in the right place at the right time.

The People Operations team sit within the wider P&C team and deliver the Human Resources and Health, Safety and Wellbeing functions at the Bank.

### Purpose of this position

The People Operations Specialist is part of the People Operations team and is focused on ensuring the business receives seamless and effective people services, meaningful insights through the provision of timely people data and reporting, and advice and support on strategic people change as well as day to day employment relations issues.

Position reports to: Manager People Operations

### Challenges and opportunities of this role

- Organising and planning your workload to manage competing demands for P&C time.

- Providing pragmatic and flexible P&C solutions appropriate to the Bank’s needs and priorities; aligning our people practises with our core values.
- Achieving a balance between providing managers with P&C support while also coaching them to develop their own skills to take ownership of managing their people issues in future (and reduce their on-going need for P&C input).
- Keeping up to date with the full spectrum of employment law and industry regulatory changes and applying these to the redesign of policies, processes, tools and systems, while being mindful of the employee experience.

**How you will contribute:**

What you’ll do	Success will mean
<b>People Operations</b>	
<p><b>Core P&amp;C Operations:</b> Assist and support in the delivery of effective and efficient P&amp;C responses and solutions via multiple sources from both managers, employees and external parties.</p> <p><b>Process Improvement:</b> Work with the wider team to Identify and develop continuous improvement of current processes to ensure effective service solutions for the Team, people leaders and our people.</p>	<ul style="list-style-type: none"> <li>• Seamless delivery of core P&amp;C operations recruitment, induction &amp; exit processes; involvement in performance and remuneration review and collective bargaining outcomes).</li> <li>• Ensuring advice and guidance provided is accurate and relevant across P&amp;C policy interpretation (e.g. leave policy, study grants, flexible work requests etc)</li> <li>• Ensure P&amp;C systems, policies and procedures meet legislative, organisational &amp; risk management requirements and good HRM practice.</li> <li>• Identifying and delivering process improvement opportunities to improve employee experiences.</li> </ul>
<b>Employment Relations Advice</b>	
<p>Provide proactive, practical and risk-aware advice to leaders on the management of their people.</p> <p>Managing complex ER issues and/or other identified ER risks.</p> <p>Identifying trends or underlying issues that require process improvement, additional training for managers or policy changes.</p> <p>Provide advice on the interpretation and application of employment agreements, including collective agreements, and support the collective bargaining processes as required.</p>	<ul style="list-style-type: none"> <li>• Practical and timely P&amp;C advice and guidance with appropriate risk identification, escalation and mitigation.</li> <li>• Policies and practices consistent with the Bank’s policy parameters, legal compliance &amp; good people management practice.</li> <li>• Develop tools and guides for managers in regard to employment relations processes.</li> <li>• Manager People Operations is kept informed as appropriate.</li> <li>• Leaders receive clear, accurate and practical advice on the interpretation and application of individual and collective employment agreements</li> <li>• Risks associated with interpretation or application of agreements are identified early and appropriately managed</li> </ul>

What you'll do	Success will mean
	<ul style="list-style-type: none"> <li>Effective support is provided into bargaining processes, with preparation and advice contributing to desired outcomes.</li> </ul>
<b>Organisational Change Advice</b>	
<p>Partner with Chiefs and other leaders to provide advice and support on organisation design and structural changes to enable their teams to deliver their strategy and plans.</p> <p>Manage the execution of structural change supported by the P&amp;C Operations Team.</p> <p>Work with Programme and Project Leads to provide advice on the people impact of new initiatives.</p>	<ul style="list-style-type: none"> <li>Managers are provided with robust technical advice on organisation and role design that supports strategic and commercial goals.</li> <li>Leaders are guided through the change process ensuring compliance with employment law and a positive employee experience.</li> <li>Programmes are enabled to succeed through a good understanding and execution of people change impacts.</li> </ul>
<b>HR Information and Policy Development</b>	
<p>Assist with the ongoing review and development of People &amp; Culture policies aligning to the Co-operative Banks culture, relevant legislation and best practise people processes.</p> <p>Input into the ongoing review and updating of People &amp; Culture information on the intranet</p>	<ul style="list-style-type: none"> <li>People &amp; Culture policies are reviewed within the defined timeframes and are in a format that is understood by our people leaders and teams across the business.</li> <li>Timely and accurate placement of P&amp;C content on to intranet, ensuring all information adds value to our people.</li> </ul>
<b>HRIS and Reporting</b>	
<p>Partner with People &amp; Culture and business leaders to leverage HRIS capability, people data and reporting to support effective decision-making and people outcomes.</p> <p>Use people data and system insights to identify trends, risks and opportunities, and provide practical, commercially sound recommendations to leaders.</p> <p>Support leaders to effectively utilise HRIS tools and reporting to manage their teams, improve workforce planning and enhance employee experiences.</p> <p>Identify opportunities to improve efficiency and employee experience through better use</p>	<ul style="list-style-type: none"> <li>Leaders are supported to effectively use HRIS reporting and tools to manage their teams and inform decision-making.</li> <li>People data is used to proactively identify trends, risks and opportunities, with clear insights provided to leaders.</li> <li>Improved workforce visibility supports better operational and people outcomes.</li> <li>Increased efficiency and improved employee experience through effective use of system capability and digital tools.</li> </ul>

What you'll do	Success will mean
of digital tools, reporting and system functionality.	
<b>Healthy and safe work environments</b>	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p> <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p>	<ul style="list-style-type: none"> <li>• Having healthy and safe ways of working.</li> <li>• All workers feel empowered to and aware of opportunities to participate in health and safety activities.</li> <li>• Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement.</li> <li>• Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.</li> </ul>

Decision making and responsibilities

**a) Decisions and/or financial accountabilities:**

- Signing authorities as delegated by the Chief People & Culture Officer.

**b) Actions and decisions that are recommended to a higher level of management for approval:**

- New people policies, processes and strategies.
- Changes to agreed / approved people policies.
- Recommendations on recruitment decisions that are additional to approved FTE/budgets.
- Terminations & potential high risk ER issues.
- All expenditures outside personal delegations.

**Qualifications and experience**

- 3+ years hands-on experience across the full range of P&C activities, providing practical and pragmatic P&C advice and solutions to managers, including experience managing complex employment relations and organisational change.
- Demonstrated time management skills, with the ability to remain calm under pressure and manage numerous tasks throughout the day.
- Ability to build trusted relationships with leaders and influence decision-making.
- Experience working with HRIS platforms and using people data to generate insights and inform decisions.
- Strong communication skills and attention to detail.

- Experience in Microsoft Office suite including Excel, Word, Outlook and PowerPoint skills.
- Tertiary studies in Human Resources, management or other relevant business discipline (or equivalent work experience) preferred.

## **Skills and attributes**

### **Technical Skills**

- Strong knowledge and practical experience in dealing with all aspects of employee relations and change.
- Experience and skills in human centred design, process redesign and developing tools/guides to be used by the business in managing people processes.
- Strategic thinking and ability to 'join the dots' across people issues and initiatives and align solutions with overarching business goals.
- Experience using HRIS to support people processes, reporting and manager decision-making
- Ability to use people data and reporting to identify trends and provide practical insights to support operational decisions
- Confidence using digital tools and system functionality to improve efficiency and support better people outcomes.

### **Personality Attributes**

- Demonstrated ability to build trusted relationships with managers and leaders, providing people advice that is strategically and commercially sound.
- Strong written and verbal communication; able to clearly articulate advice provided, recommended solutions and implications.
- Ability to balance providing support and coaching of key stakeholders.
- Pragmatic in approach and able to step back to consider the wider picture.

### **Leadership Skills**

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.