

JOB DESCRIPTION

Job Title	Interim HR Operations Manager		
Service	HR & OD		
Reporting to	Head of HR Operations		
Grade	7		
Evaluation ref:	RP307	Job Family ref:	
Role Purpose			
<p>The Interim HR Operations Manager will provide senior-level operational leadership across the HR Operations service, with a particular focus on stabilising, developing and embedding the Reward function during a period of organisational transition.</p> <p>The role will ensure high quality delivery of core HR operational services, lead continuous improvement activity, and strengthen service-wide processes, systems and governance. The post-holder will manage and develop the Pay & Reward team, oversee establishment-management processes, and work collaboratively across HR to support effective, consistent, and efficient people management practices.</p> <p>This interim role is critical in supporting organisational readiness for the Total Pay & Reward Programme, ensuring interdependencies are managed and that BAU service quality is maintained.</p>			
Accountabilities			
HR Operations Leadership (Service-Wide)			
<ul style="list-style-type: none"> • Provide senior-level operational support across HR Operations, contributing to the delivery of a cohesive, customer focused HR service. • Lead service-wide improvement activity, identifying opportunities to streamline processes, reduce silos, and build consistency in ways of working. • Provide expertise in HR operations process redesign, working with colleagues across the organisation to simplify workflows and improve digital enablement. • Support the Head of HR Operations with operational oversight, risk identification, service prioritisation, and management of crosscutting issues. 			
Reward, Recognition & Establishment Management			
<ul style="list-style-type: none"> • Lead the Pay & Reward team to deliver an effective, professional and responsive reward service. • Oversee a robust job evaluation process ensuring fairness, consistency and compliance with Council policy. • Maintain up-to-date approaches to reward, benefits and recognition, keeping strategies under review to support attraction and retention. 			

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- Manage the day to day delivery, communication and marketing of staff benefit schemes.
- Oversee the establishment control framework in partnership with HR and Finance colleagues, ensuring high-quality data, governance and reporting.
- Lead the allowance request and approval processes, ensuring transparency, risk monitoring and appropriate escalation where needed.
- Commission or procure external reward or benchmarking support when required, ensuring compliance with procurement and corporate policies.

Policy, Compliance & Advisory Support

- Contribute to the development and implementation of HR policies, particularly those relating to Reward, Establishment Management and HR Operations processes.
- Provide expert advice to senior managers and HR colleagues on complex operational issues, including reward, organisational change and establishment matters.
- Maintain knowledge of relevant legislation, case law, and sector best practice to ensure compliance and inform service improvements.

Stakeholder Engagement

- Build strong relationships with HR Business Partners, Service Directors, Executive Directors and operational managers to support effective decision-making.
- Work collaboratively with staff networks, Trade Unions and JE evaluators to support fair and transparent reward processes.
- Work with digital, data and systems colleagues to support the transformation and modernisation of HR services.

Team Leadership & Development

- Manage, coach and develop the Pay & Reward team to build capability, resilience, and high-quality service delivery.
- Recruit, train and maintain a pool of job evaluation panellists, including TU representatives, ensuring engagement and consistency in practice.
- Foster a positive team culture based on accountability, continuous improvement and professional development.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		

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Strong understanding of Pay & Reward practices	X	
Knowledge of recruitment processes		X
Understanding of statutory, policy and local government frameworks		X
Experience		
Demonstrable experience leading or supporting Reward, Recognition or Compensation & Benefits services	X	
Experience in job evaluation and its practical application	X	
Proven ability to lead operational HR projects and influence policy development	X	
Experience delivering effective communication and engagement activities	X	
Experience implementing performance and quality assurance frameworks	X	
Experience managing and developing staff	X	
Qualifications / Registrations / Certifications		
Relevant degree or professional qualification (e.g., CIPD)	X	
Evidence of ongoing CPD	X	
Skills		
Working Conditions		
Hybrid working As per corporate standards		
Dimensions of the role		
Direct line management of: 2 × Pay & Reward Officers 1 × Pay & Reward Administrative Assistant Oversight of a wider network of JE evaluators across the Council (including Trade Union representatives).		
Working Arrangements		
<i>Somerset Council's Dynamic Working Strategy will be applied to this position.</i>		

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Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the HR & OD Services teams.
- Lead HR & OD teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the HR & OD service teams.
- Ensure that HR & OD services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the HR & OD service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 26/02/2026