**Head of HR Operations job description**

**Job brief**

The Human Resources (HR) Business Operations Manager is responsible for the effective and consistent coordination and implementation of HR business processes, functions and procedures and monitors HR projects and workflow. On a regular and continuous basis, exercises administrative judgment on establishing departmental operation goals, standards, policies and procedures.

**Responsibilities**

* Research, implement and administer all company benefit plans.
* Maintain all personnel policies and procedures and provide guidance and interpretation to staff.
* Maintain in-depth knowledge of legal requirements related to HR, reducing legal risks and ensuring regulatory compliance.
* Maintain knowledge of industry trends and make recommendations to Management Team and Board of Directors for improvement of organization’s policies, procedures and practices on personnel matters.
* Employee Relations: point person for all staff regarding HR matters.
* Conduct full-cycle recruitment of new employees, including placing advertisements, developing contacts with recruiting sources, interviewing, consulting with internal hiring managers and managing orientation and onboarding process.
* Consult with line management providing HR guidance when appropriate.
* Manage staff training/development program.
* Identify and work with external HR consultants and attorneys on special projects as needed.
* Maintain all personnel files.
* Oversee performance evaluation procedures.
* Act as back-up to Staff Accountant for payroll processing.
* Serve on several internal committees including Worksite Wellness and Diversity

**Requirements**

* Sincere and demonstrated commitment to advancing social and/or racial justice progress for the highest-need communities.
* 3 years of demonstrated experience in the human resources field (beyond summer or short-term internships). Experience in a nonprofit setting is preferred. Equivalent combination of education and experience sufficient to successfully perform the essential job duties may be considered.
* Bachelor's degree required; master’s degree preferred.
* Proven ability to work with diverse communities, leaders and staff.
* Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation preferred.
* A sense of discretion and a high degree of professionalism is required.
* Strong conflict resolution and negotiation skills.
* An intuitive ability to recognize and appropriately convey the sensitive nature of any situation
* and the ability to keep all matters appropriately confidential is necessary.
* Demonstrates a highly professional and cooperative demeanor with supervisors and coworkers.
* Strong interpersonal, communication, facilitation and presentation skills.
* Proven ability to give, deny or ask for information in a tactful and friendly manner and discretion in giving information about plans and/or action to anyone is required.
* Ability to keep all matters appropriately confidential is necessary.
* A strong attention to detail is required.
* Strong analytical and problem-solving skills.
* Ability to work independently and with minimal supervision.
* Demonstrated ability to work in a small team setting.
* Flexibility to adjust and contribute to continually evolving work situation and changing priorities.
* Excellent computer skills, proficient with MS Office applications.
* Excellent organizational skills with demonstrated ability to execute projects on-time and on budget.