Post:	HR Operations Lead
Location:	Head Office, West Bromwich
Reporting to:	Head of Human Resources
Direct Reports:	HR Administrators and HR Assistant
Contractual Hours:	37.5 hours per week (Monday to Friday, onsite)

Established in 2007, Select Lifestyles Limited provides support to adults with learning disabilities and complex needs within our residential homes, supported living schemes and day centres across the West Midlands.

Job Description

As our HR Operations Lead, you will be responsible for delivering a high-quality, compliant, and people-centred HR operations. You will oversee the full employee lifecycle, ensuring that our processes are efficient, consistent, and contribute to an exceptional employee experience. Leading the HR operations team, you will collaborate closely with colleagues across Payroll, HR Business Partnering, Training, and Systems to implement best practices, support organisational objectives, and maintain compliance across our regulated social care services.

Key Responsibilities:

- Lead the effective day-to-day delivery of core HR operations, including onboarding, contract generation, contractual changes and offboarding.
- Ensure that all employee records, right-to-work documentation, and DBS are accurate, up-to-date, and compliant.
- Oversee the organisation's readiness for internal audits and external inspections (e.g., CQC), with a strong focus on safer recruitment standards.
- Allocate and monitor workloads to ensure the timely, accurate delivery of HR services across all stages of the employee lifecycle.
- Manage the HR operations team, supporting professional growth through coaching and development.
- Foster a collaborative team culture focused on service excellence and continuous improvement.
- Identify and implement improvements to HR processes, documentation, and administrative workflows to improve accuracy and support operational efficiency.
- Ensure effective and efficient use of HRIS, including the optimisation of onboarding workflows, automation features, and data quality management.

- Develop clear guidance materials and SOPs to ensure scalable, consistent, and compliant HR service delivery.

- Review and improve HR processes to support operational efficiency, consistency, and employee experience.

- Contribute to cross-functional people projects such as onboarding redesign, policy development, and employee engagement initiatives, supporting continuous improvement across the HR function.

Essential:

- CIPD Level 5.
- Strong working knowledge of UK employment law and HR best practice.
- Proven experience leading or managing a team.
- Excellent attention to detail.
- Organisation and time management skills.
- Experience with HR systems (HRIS).
- Proactive, solution focused mindset.

Desirable:

- Experience in the social care, healthcare, or voluntary sector.
- Familiarity with CQC and safer recruitment practices.
- Experience improving or rolling out new HR processes and HIRS.

NB: This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out other duties in keeping with the nature of the post as directed by and agreed with their manager.