

Trafford Council & Greater Manchester Police

HR Shared Service Centre Job Description

Job Title	Head of Greater Manchester Shared Services
Directorate	Strategy and Resources/People Branch
Service	Greater Manchester Shared Services
Grade	Trafford Council SM4A / Greater Manchester Police SM
Directly responsible to	GMSS Joint Management Board
Directly responsible for	HRSS Management Team

Main Purpose of the role

1. Provide strategic leadership for the HR Shared Service Centre, shaping an integrated, high-performing service across the partnership that delivers accurate, timely and customer-focused HR, payroll and pension services, drives continuous improvement and is recognised as a leading public sector model.
2. Accountable to the HR Shared Service Centre Partnership Governance Board, providing assurance on performance, risk and delivery and ensuring that key risks and issues are identified, managed and escalated to support strong governance and informed decision-making.

Main Duties and Responsibilities

3. Lead the ongoing integration of HR, payroll and pension services across partnership members into one effective shared service that delivers accurate, timely and reliable support capable of growth
4. Drive innovation, standardisation and high-quality delivery across the shared service, ensuring managers, employees and retained services receive a consistent, professional effective and efficient service.
5. Develop and manage robust financial and performance frameworks, taking a commercial lens approach and supported by clear management information and reporting that tracks results, demonstrates value and drives continuous improvement.
6. Provide visible and strategic leadership for the partnership, driving the agreed partnership direction that enables the service to deliver its vision, strategy and values.
7. Horizon scan and keep up to date with national trends, policy, regulation and legislation, translating this into effective strategy, processes and procedures alongside providing expert advice, guidance and support for the partnership.
8. Represent the Partnership HR Shared Service with key partners, including customers, authorities, providers, elected members and Greater Manchester Combined Authority - building strong relationships and ensuring service needs are understood and addressed.

9. Build and maintain links with benchmark organisations so that best practice and market developments inform the future design and continuous improvement of the shared service.
10. Drive the strategic ambition of the Shared Service Partnership by developing strong business plans with the partnership and identify and promote opportunities to strengthen and grow the shared service model and its service offer.
11. Ensure customers have access to accurate and timely management information through effective self-service and reporting tools, working closely with ICT partnership leads to improve the infrastructure and user experience.
12. Ensure technology enables efficient and customer-focused services and develop business cases for investment and champion and lead the delivery of system improvements and innovation with strong governance, change control, testing and delivery to time and budget.
13. Keep the shared service structure and operating model under review so it continues to support the partnership's strategy and ambition to be a leading public sector shared service.
14. Ensure the service meets its contractual, financial, legal and partnership obligations, with effective arrangements in place to identify, assess and manage risk.
15. Lead by example in promoting equality, diversity and inclusion, ensuring fair access, treatment and opportunity in service delivery, employment and external communications.
16. Build a strong customer-focused culture across the team, developing a capable and motivated workforce that delivers high performance.
17. Integrate with partnership governance structures to ensure viability within the respective organisations.
18. Ensure that staff comply with mandatory training and other requirements set out by Trafford Council and GMP.
19. Ensure robust Data protection compliance and risk assessments are in place for the shared service centre, taking appropriate and immediate action as and when required.
20. Carry out any other duties appropriate to the level of the post.

General requirements

Police Vetted Status

This post requires the post holder to be police vetted on appointment and reviewed annually. The post holder must maintain the required vetting status throughout their employment in this post, including the minimum three years continuous residency in the UK.

Health and Safety

The post holder must work safely and follow Trafford Council and GMP health and safety policies in carrying out duties and in interactions with others at work.

Equality, Diversity and Inclusion

The post holder must follow and promote Trafford Council and GMP equality, diversity and inclusion policies to respective members of staff. This must be demonstrated through behaviour and actions that value difference and ensure fair treatment in employment, service delivery and communications.

Training and Development

Training and development needs must be discussed with the line manager, and the post holder must take an active role in the Personal Development and Review Plan. Development opportunities should be used, learning should be shared with others and, where appropriate, learning and development across the team should be supported.

Supervisors / Managers only - Supervisors and managers must make sure staff complete the appropriate training and understand and follow the relevant policies, procedures, and information and records management standards. They must also have suitable checks in place to monitor compliance.

Policy

The post holder must work within the policies and procedures of Trafford Council and Greater Manchester Police.

Confidentiality

The post holder must follow Trafford Council and GMP policies and procedures on confidentiality, information handling and information sharing.

Notes

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

All staff must adhere to and comply with the requirements of organisational policies for Greater Manchester Police and Trafford Council. The most up to date version of policies and legislation can be found on the relevant organisation's Intranet/SharePoint. Further support and guidance can be sought from Human Resources or the Greater Manchester Police Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the Intranet.

Person Specification

Job Title: Head of HR Shared Service

Grade: Trafford Council SM4A / Greater Manchester Police SM

Stage One: Candidates who are eligible under the Guaranteed Assessment Scheme and demonstrate that they meet the essential criteria at the application stage will be guaranteed progression to the next stage of the selection process.

Category	Requirement	Method of Assessment
Qualifications and Training	Degree or equivalent professional qualification in a relevant field, for example HR, payroll, finance or business management.	A, C
	Relevant postgraduate qualification, for example CIPD Level 7 or an equivalent qualification in payroll, pensions or business management.	A, C
	Membership of a relevant professional body.	A, C
Experience	Significant senior leadership experience of running a complex shared service, including responsibility for service performance, financial management, business planning and people management.	A, I
	Extensive experience of leading HR, payroll or pension services across organisational and functional boundaries, delivering accurate, timely and reliable services.	A, I
	Proven track record of leading service transformation, standardisation and continuous improvement, delivering sustainable performance improvement and efficiency benefits.	A, I
	Experience of developing and maintaining effective performance, risk and governance frameworks, including the use of management information to monitor delivery and support decision-making.	A, I
	Demonstrable success in providing strategic advice and assurance to boards or senior stakeholders, including on complex, sensitive and high-risk issues.	A, I, P
	Proven success in developing strong strategic partnerships and influencing a wide range of internal and external stakeholders.	A, I

	Experience of leading technology-enabled service improvement, including business cases, system change, implementation and user-focused service design.	A, I, P
	Evidence of leading inclusive, high-performing teams and promoting equality, diversity and inclusion in service delivery and employment practice.	A, I
	Experience of delivering high-quality customer-focused services.	A, I
Knowledge	Thorough knowledge of the legal, regulatory and policy framework relevant to HR, payroll and pension services.	A, I
	Strong understanding of the principles, governance and operating models of public sector shared services.	A, I
	Knowledge of strategic financial management, performance management and risk management within a complex partnership environment.	A, I
	Understanding of the political, organisational and stakeholder sensitivities involved in partnership working across public sector bodies.	A, I
	Sound knowledge of HR service delivery technologies, self-service tools, reporting and digital service improvement.	A, I
	Sound practical knowledge of project management, change management and continuous improvement methods.	A, I
Skills and Abilities	Ability to provide strategic leadership in a complex and changing environment, translating vision and partnership priorities into clear operational plans and measurable outcomes.	A, I, P
	Excellent interpersonal, influencing and negotiation skills, with the ability to build credibility and strong working relationships at all levels.	A, I
	Ability to use performance information, customer insight and feedback to improve services and drive accountability.	A, I, P
	Ability to lead, motivate and develop high-performing teams and create a positive, customer-focused and inclusive culture.	A, I
	Highly developed communication, presentation and advocacy skills, with the ability to present complex information clearly to boards, senior leaders and other stakeholders.	A, I, P

	Ability to manage resources and budgets effectively and make sound decisions in a financially disciplined environment.	A, I
	Resilience and judgement to make clear, evidence-based decisions and lead effectively under pressure.	A, I
	Ability to identify opportunities for innovation, service development and growth, and to lead transformational change.	A, I, P
	Ability to work collaboratively across organisational boundaries and achieve results through partnerships and others.	A, I

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,

P = Presentation, **T** = Test, **AC** = Assessment centre

Date prepared/revised: 02 June 2026

Prepared/revised by: SS, AMH, NK