JOB DESCRIPTION

Job Title: People Operations Manager

Grade: SG8

Department: People Operations

Responsible to: Head of People Operations

Responsible for: 5 FTE People Operations Advisers (SG6), 2 FTE People Operations Administrators (SG5), 2 FTE People Operations Assistant (SG4)

Key Contacts: People Directorate, Payroll, Finance Business Partners, Oracle Cloud Team, University managers and staff.

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE
- Leading and managing a people operations team to deliver a comprehensive HR operational service across the employee lifecycle including substantive and casual recruitment, staff onboarding, contractual changes, promotion and pay.
- Working collaboratively with key People Operations colleagues to provide a comprehensive, compliant, effective and impactful HR operational service to stakeholders, managers and staff
- Contributing to the successful development of staff, processes and performance across People Operations
- Contributing to the delivery of key priorities in the People Enabling Strategy.

KEY ACCOUNTABILITIES
Team Specific:
- To ensure the team provide effective and timely first line advice, guidance and support to stakeholders and line managers queries
- To work collaboratively with the Senior Recruitment Adviser on the apt management, development and delivery of generic recruitment campaigns and to directly support more complex recruitment when needed

- Work collaboratively with relevant Centres of Expertise (CoEs) to translate strategic frameworks into effective operational delivery
- Work with the Staff Visa Compliance Manager and UKVI Team to ensure that all operational HR is delivered in a compliant way adhering to immigration requirements
- To work collaboratively with the Cloud Oracle Team to scope and develop key functionality in the Horizon system through development projects, routine updates and quarterly patch testing
- To work collaboratively with the People Systems Support Officer to support the knowledge transfer of Horizon to the People operations team, keeping abreast of changes and updates to organisation change.
- To train all people operations team staff on the effective utilisation of HR related systems, most specifically Horizon and Stonefish to ensure university staff records, pay and employment changes are effectively and compliantly managed.
- To deal with complex pay and systems queries as they arise and liaise with relevant payroll colleagues to ensure all staff are paid.
- To work collaboratively with Employee Relations Consultants to ensure effective management of escalation of first line queries, UKVI compliance related matters, implementation of people policies and procedures
- To work with the other People Operations Manager, Head of People Operations and the Senior Recruitment Adviser to ensure development of best practice and consistency in service provision for People Operations Teams.

Generic:
- Enhance the approach to HR at the University by driving efficient service delivery through effective collaboration across the People Directorate.
- Act as a brand ambassador actively promoting the University and the People Directorate to internal and external audiences.

Managing Self:
- Maintain own continuous professional development (CPD)
- Develop, lead and maintain positive relationships with internal and external stakeholders.
- Role model the University's values of Impact, Collaboration and Inclusivity.

Core Requirements:
- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:
Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that People Operations delivers the required level of service.

KEY PERFORMANCE INDICATORS:
- Effectiveness of delivery of the People Enabling Strategy
- Production and delivery of work and projects to agreed timescales, quality and to plan.
- Contribution to team effectiveness and co-operation.
- Levels of customer satisfaction (measured by surveys, customer feedback, complaints).
- No compliance issues arising (including Data Protection) and UKVI compliance.

KEY RELATIONSHIPS (Internal & External):
- Associate Director- People Operations, Head of People Operations, People Operations Manager,
- Associate Director of Development, Talent and Reward, Head of Employee Relations, Change & People Analytics, Director of Equality, Diversity and Inclusion.
- Employee Relations and Change Managers.
- Senior Recruitment Adviser.
- Senior Data and People Analytics Adviser.
- Payroll, Management Accounts and Finance Business Partners.
- Oracle Cloud Team.
- University managers and staff.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria
- Comprehensive experience of leading, developing and supervising a team
- Demonstrable evidence of delivering an effective HR operational service in a complex organisation
- Significant experience in the use and development of HR systems to deliver an effective service to stakeholders
- Comprehensive knowledge and experience of the application of HR policies and process to deliver an effective HR service
- Demonstrable experience of effectively working in a fast paced, high-volume environment
- Experience of applying immigration legislation across the employee lifecycle and effectively mitigating compliance risk
- Demonstrable experience in delivery of successful recruitment campaigns
- Demonstrable experience of managing complex operational queries

Desirable Criteria
- Working in the HE Sector
- Experience of using Oracle HRMS
- Providing management information and briefing material based on research and systems data

SKILLS:

Essential Criteria
- Comprehensive knowledge of the application of HR systems
- Confident IT skills including the advanced use of Microsoft Office
- Knowledge of the use and application of job evaluation systems
- Demonstrable knowledge of employment law
- Ability to build and developed effective working relationships with key stakeholders
- Working effectively as a member of a diverse team
- Confident negotiation and influencing skills
- Confident and calm decision maker under pressure

- Solid understanding of project management principles and methodologies

Desirable Criteria
- Report writing skills
- Presenting to an audience of stakeholders

QUALIFICATIONS:

Essential Criteria
- Associate member of the CIPD OR equivalent.
- Level five qualification in HR or business discipline OR equivalent experience.

Desirable Criteria
- N/A

PERSONAL ATTRIBUTES:

Essential Criteria
- Demonstrable commitment to providing an inclusive service that meets diverse needs.
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria
- N/A