

## JOB DESCRIPTION

**Job Title:** Deputy Director of People

**Grade:** Senior Management

**Department:** People Directorate

**Responsible to:** Executive Director of People

**Responsible for:** Senior People Business Partners, and Head of Employee Relations, Change and Business Analytics

**Standard Occupational Classification (SoC code):** 1136

**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

The Deputy Director of People will be responsible for delivering and improving key People Directorate services and ensuring that these promote employee engagement and support the strategic priorities of the university. Working closely with the Executive Director of People and the senior leadership team you will contribute to the development of a People function that delivers the university strategy and the People Enabling Strategy.

As Deputy Director of People you will be an effective leader, motivate and inspire, play a significant role in driving-up practice standards and focus on the continual improvement of aligning the service priorities with the strategic aims of the university. You will be collaborative, innovative with a strategic mind-set and can-do attitude enabling the collective ownership of the directorate priorities and a high performing team culture.

You will be an experienced senior HR professional, acknowledged for successfully leading projects, facilitating change positively that will enable the university to remain a force for good and fit for the future. You will have responsibility for ensuring delivery of People Directorate priorities, working in partnership with senior colleagues and the wider directorate to develop and embed a positive and collaborative approach. You will clearly articulate the strategic vision for the university, ensuring that the directorate priorities, plan, and culture enables the delivery of the people elements of the strategy, to ensure that our students and staff have the best possible experience.

## **KEY ACCOUNTABILITIES**

- Line management of the Senior Business Partner team and the Employee Relations Centre of Expertise, providing effective leadership and oversight in these areas, acting as a sounding board and providing technical advice to support the deliverables of the function(s).
- Deputise for the Executive Director of People as required. This will include participating in and leading key strategic projects and priorities across the university working with Faculty and Professional Services Directorates, management of safeguarding matters and casework. Establish and maintain effective governance and reporting arrangements, monitor progress and manage resources and stakeholders alongside risks and issues.
- Represent the university and/or the Executive Director of People at professional and sectorial meetings with other HEIs or Higher Education Bodies (UCEA, UHR etc). To liaise with other external organisations such as the ECC, Advance HE as required and engage in external networking to raise the profile of the university and ensure it is involved in appropriate professional and sectoral developments.
- Reporting to the Executive Director of People co-ordinate the development, delivery and review of the annual People Directorate priorities and plan. This will include facilitating a shared services approach, coaching and maximising opportunities for collaboration. Conduct effective planning and performance monitoring, including reporting regularly against agreed KPIs, and developing short-, medium- and long-term plans in response to internal and external factors as required.
- Work with the Executive Director of People to ensure excellent financial and budgetary management.
- Work closely with the People Directorate senior leadership team to deliver a co-ordinated and seamless service, ensuring a performance culture for both the directorate and the university and ensuring a high standard of service delivery. Motivate, develop, and empower individual members of the team to realise their potential at both a personal level and as a key contributor to the team's performance.
- Provide the People Directorate teams with a source of expert advice and support, including encouragement to identify and try innovative approaches to deliver improved services and outcomes and informed by external best practice.
- Own and manage the People Directorate risk register and maintain effective business continuity plans, managing ad hoc requirements including FOI and media queries, participating in incident management frameworks as required and contributing to legislative and policy developments.

- Keep abreast of legislative changes and development of HR practices which may impact on the university. Recommend changes in university policy and practice ensuring that all services and activities are run in accordance with the university's regulations, policies, and procedures and in line with the expectations and requirements of relevant professional bodies.
- Support and contribute to the university's annual employment exercises (academic promotion and reward) ensuring their effective planning and delivery and ensuring their continuous development and improvement.
- Assist the Executive Director of People and Associate Director of Talent, Reward and Development co-ordinating and championing organisation wide people and well-being initiatives, ensuring the systems and processes are in place to support the university's Wellbeing Strategy.
- Manage data protection requirements and related activity with regards to GDPR and related regulations/legislation within the People Directorate.
- Work with colleagues to develop solutions to people management and development issues applying a structured change management approach and methodology for the implementation of people change, and support and coach managers to ensure effective change leadership at all levels ensuring the consistent interpretation and application of change management/OD practices.
- Contribute to quality assurance and enhancement across all activities, including audit reviews within the People Directorate.
- Responsible for the effective delivery and development of the integrated People system ensuring accurate up to date records are maintained in order that all reports, including the HESA staffing report, are appropriately processed when required.

**Team Specific:**

- Deputise for the Executive Director of People and/or other senior members of the People Directorate team as and when required.

**Generic:**

- Work as part of the Senior Management Team – recognising that workflows across reporting lines and thereby contribute to matrix management within the Directorate.
- Represent the Executive Director of People where assigned, in meetings, at working groups and with both internal and external stakeholders.
- Effectively manage any agreed budget within projected targets.

- Ensure the work is co-ordinated, workloads are evenly distributed, and outcomes evaluated.
- Lead and contribute to processes designed to solicit feedback from and consultations with Faculties and Directorates to increase understanding and commitment to solutions and best practice.

#### **Managing Self:**

- Maintain a proactive approach to ensuring the university's current and future needs are reflected in strategic plans.
- Continuously improve own knowledge of people management processes and strategy, benchmarking and knowledge management.
- Maintain own continuous professional development (CPD) and continuously strengthen effective interpersonal and leadership skills.
- Use project management techniques to manage workflow, timelines and individual and team deadlines.

#### **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 the People Directorate delivers the required level of service.

#### **KEY PERFORMANCE INDICATORS:**

- Delivery of People Enabling Strategy to agreed timescales, quality, risks, cost and scope.
- Improved customer focus ensuring a seamless approach to the delivery of the service.

- Effectiveness of service delivery (measured by customer satisfaction of people management issues addressed/problems solved using post-case management/problem resolution survey).
- Positive customer feedback.
- Improved employee engagement scores for People Directorate.

**KEY RELATIONSHIPS (Internal & External):**

The Deputy Director of People will work collectively and collaboratively within the Vice-Chancellor's Senior Management Group, which, in addition to the Vice-Chancellor, currently includes the Deputy Vice-Chancellor and Provost, Deputy Vice-Chancellor (Research and Knowledge Exchange), the Chief Operating Officer, the University Secretary, Pro Vice-Chancellors, the Chief Financial Officer and the Executive Director of People. In addition, they will also work closely with the Professional Services Directors, Heads of School and other senior managers across the university.

## **PERSON SPECIFICATION**

### **EXPERIENCE:**

#### **Essential Criteria**

- Proven skills and achievements in policy development, displaying analytical thinking, innovation, and problem-solving.
- Excellent report writing skills using both numerical and literary sources.
- Competent user of information systems and records management systems, including the advanced use of Microsoft packages.
- Proven knowledge of pay, grading and job evaluations systems.
- Coaching and mentoring skills and experience or willingness to be trained.
- A clear strategic vision and the capacity to deliver both strategic and operational objectives consistent with that vision.
- In depth experience of developing and managing HR strategies and policies and significant experience of employee relations, recruitment and generalist HR working at a senior level.
- Experienced in dealing with complex employee relations cases and acting as lead advisor to senior managers and staff on policy and process.
- Demonstrable experience of working alongside trade union representatives and consultative groups/committees, preferably within a public sector unionised environment.
- Recent demonstrable experience of handling redundancy and organisational change situations and casework.
- Experience of dealing with Health & Safety issues in relation to employment matters.
- Up to date experience and sound understanding of equality and diversity issues, ideally with experience of carrying out impact assessments.

#### **Desirable Criteria**

- Experience of working within the higher education sector as a senior HR practitioner.
- Experience of overseeing service level agreements (SLA's), preferably for recruitment advertising, agency working and/or occupational health services.
- Familiarity with maintenance of HESA data.
- Working knowledge of HERA.
- Experienced mediator or willing to be trained.

**SKILLS:****Essential Criteria**

- Excellent interpersonal, communication, team-working and networking skills.
- Strong project and change management and skills.
- Ability to lead, motivate and develop a team of HR professionals.
- An open and consultative management style.
- Ability to influence and challenge workforce strategies at a senior level.
- Ability to influence decision making at a senior level.
- Ability to provide strategic and expert HR advice as the senior HR Professional to stakeholders.
- Skilled in disseminating highly complex, sensitive or contentious information to a range of audiences.

**Desirable Criteria**

- Mediation and conflict resolution experience.

**QUALIFICATIONS:****Essential Criteria**

- CIPD qualified/accredited or equivalent level of experience.
- Educated to degree level with a Postgraduate management. diploma or equivalent experience or training. Further specialist knowledge or experience to master's level equivalent.
- Evidence of post qualifying and continuing professional development.

**Desirable Criteria**

- Masters/post graduate level qualification in a relevant subject.

**PERSONAL ATTRIBUTES:****Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.
- Capable of influencing and building relationships at all levels, as well as the ability to communicate effectively orally and in writing.
- Demonstrate willingness to engage in CPD activities.
- Be an advocate of CPD and practitioner development within the university.
- A keen interest in current affairs and educational policy.

**Desirable Criteria**

- N/A