

MY JOB:

Head of People Operations



JOB PURPOSE: Lead our People Operational teams in delivering an excellent service to our candidates and colleagues through innovatively improving our process, policy, systems and practice.

WHAT I AM ACCOUNTABLE FOR:

- **Strategy** - Work alongside the Head of Business Partnering & Talent to develop and implement the retention strategy for the business.
- **Strategy** - Design & develop a recruitment strategy in partnership with the Resourcing and Marketing teams that attracts the best talent for the organisation making sure our employer brand and EVP work symbiotically, to achieve the best possible outcomes
- **Strategic People Leadership** – Coach and guide senior leaders on people processes and issues relating to their teams.
- **Workforce Planning** – Work with Senior leaders on their WFP to attract the best talent or develop our current workforce to build succession plans and ensure continuity of skills and knowledge across the business
- **People Governance & Risk** - Identify and manage risk especially in relation to our People, ensuring decisions and policies are not only legally compliant but ethically sound
- **Communication** - Work together with the Head of Internal Comms & Engagement to ensure we maintain clear and transparent communications to drive our employee experience and engagement.
- **Process** - Lead & inspire on continuously improving HR processes and systems using automation and AI while ensuring they reflect the organisations values.
- **Leadership** - Lead the People Operations function, empowering the team to consistently question what we do to improve and deliver excellence in their roles and teams that deliver a great candidate and colleague experience.
 - People Services 55,000 cases each year
 - Employee Relations 200 cases per month
 - Recruitment 200 vacancies per month
 - Payroll £12m per month
- **Budget** - Manage the People Operations budget in-line with the needs of the business, ensuring that we get the best value from our Vendors.
- **Data** - Consistently and continuously work to improve the use of data analytics to provide insights that support decision making, governance and assurance on all people matters.

HOW I OPERATE:

Values Led Leadership

- As a member of the People Leadership team, I build strong trust-based relationships and role model our values across the organisation
- I take every opportunity to build capability and trust by coaching through respectful support and challenge
- I create and enable a diverse and inclusive team where everyone can learn, grow, and make a difference, enabling and encouraging a culture of innovation, change and challenge.
- I am alert to risk within the organisation and take a collaborative leadership approach in putting in place solutions to resolve
- I take a strategic perspective to identify & understand the longer term whilst enabling emergent thinking and practice.
- I build strong trust-based relationships with both internal and external stakeholders working cohesively with the Leadership team to deliver our organisational goals
- I use external and internal insight and my commercial acumen to make decisions that will develop our financial resilience as well as grow our organisation.
- I foster psychological safety and engagement within and outside of my team

WHAT I NEED:

Skills & Knowledge

- Experience in a People Leadership Role for at least three years, in a fast paced, organisation
- A good understanding of HR principles, policies, employment law and people compliance
- Proven skills in leading an HR Operations team, to include, Resourcing, Shared Services, Employee Relations, Payroll & Reward (optional mix)
- A strong ability to be able to focus on delivering a great colleague experience through a first class shared service centre through the use of and leveraging of technology including automation & AI
- CIPD Level 7 Qualification or equivalent experience