

Job Description

Job title:	Deputy Director of People Services
Faculty/Directorate:	People Services
Grade:	Senior PSS4
Role profile:	Leadership and Management
Full time/ Permanent	Hybrid Working, minimum of two days per week on campus, one fixed and one flexible to suit business need

	Duties of the role
Overall purpose of the role	As deputy for the Executive Director of People Services, the post holder will provide strategic leadership for Human Resources (HR) and Workforce Strategy across De Montfort University (DMU) - a large, complex organisation with global presence and multiple employment arms. The role will contribute to shaping and delivering the People Strategy, ensuring the organisation has the workforce, leadership capability, culture, systems and structures required to achieve its strategic objectives as per the refreshed University strategy. Responsible for leading a high-performing professional HR function that delivers integrated, customer-focused and evidence-based people solutions while ensuring compliance, organisational effectiveness and efficiency and workforce transformation to enable the university to maintain a skilled, engaged and inclusive workforce capable of meeting current and future demands. Working with colleagues across People Services and the University, the post holder will co-create and deliver strategies to create and maintain an exceptional employee experience that means the best people are attracted to, and stay with, DMU to develop and fulfil their careers.
Main duties and responsibilities	• Deputy to the Executive Director of People Services, covering elements of the role as required and providing strategic leadership across the directorate. • Support the Executive Director of People Services in the development and implementation of a refreshed People Strategy and annual People Services Business Plan and people solutions which deliver organisational objectives, with a particular focus on enhancing the employee experience whilst maximising individual and team contribution to organisational performance. • Lead the strategic direction, performance and continuous improvement of HR, including Partnering, Workforce Change and Transformation, Data and Analytics, Employee Relations, International Employment and Operational Customer support (Payroll, Talent Acquisition and Employee Lifecycle)

Duties of the role

ensuring alignment with corporate priorities, medium-term financial planning and transformation objectives.

- Lead the strategic workforce planning process, strengthening leadership across all business areas and ensuring workforce plans are informed by robust evidence, data and analytics and respond effectively to changing demands, financial sustainability, demographic challenges and future skills requirements.
- Contribute to organisational planning and decision-making, ensuring people considerations are embedded within business cases, programme governance and transformation delivery.
- Lead the people aspects of organisational transformation programmes, including organisational design, workforce transition and restructuring providing expert advice on consultation and change management.
- Lead the People Partnering team, maximising their contribution to Faculties and Directorates and using their business expertise and local knowledge to garner feedback and insight which informs university-wide people strategies and promotes continuous improvement and organisational learning.
- Provide strategic oversight of workforce data and insight, people systems and organisational performance data, ensuring workforce information is accurate, accessible and supports evidence-based decision-making.
- Lead strategic employee relations, maintaining constructive and collaborative relationships and engagement with recognised Trade Unions that supports organisational change and positive employee experiences.
- Chair or contribute to relevant negotiating and consultative committees and processes.
- Act as the senior advisor and escalation point for complex, sensitive or high-risk employee casework matters and provide expert advice on employment law and policy, workforce change, industrial relations and dispute resolution.
- Ensure HR policies, frameworks and procedures support organisational objectives, workforce wellbeing and positive employee experience, while remaining compliant with legislative and regulatory requirements.
- Provide line management and support to the Head of HR Operations in the leadership and delivery of customer-facing HR and Payroll services across DMU's global portfolio, ensuring high quality, people friendly processes, systems and approaches are embedded.
- Ensure operational services are efficient, robust and compliant and seek opportunities to continuously improve the service and support to colleagues, through streamlining processes and sponsoring responsible and effective use of technology, including Artificial Intelligence, to improve organisational

Duties of the role

effectiveness and user experience.

- Drive collaboration across People Services, creating an inclusive and high-performing culture.
- Work closely with Talent and Organisational Development colleagues to ensure workforce plans address future capability, capacity, succession and talent requirements.
- Deputise for the Executive Director as required, leading relevant programmes and projects and representing the directorate at internal and external meetings.
- Lead, inspire and develop team members, using a coaching and empowering approach, giving constructive feedback and creating an open and inclusive environment.
- Provide and present regular reports and data to university committees and boards.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.

All leaders in the university are required to role model and act in accordance with the Leadership and Management Standards and Behaviours and to follow the university's values:

- *Collaborative* - encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development.
- *Compassionate* - provide honest and constructive feedback, foster a safe and open work environment, deliver difficult decisions with credibility, and act with integrity and transparency.
- *Creative* - create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement.
- *Community-minded* - encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect.

All post holders are required to:

- Be responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU and be aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and requirements to help minimise our emissions to air, water and land.
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010,

	Duties of the role
	eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • Have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

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Faculty/Directorate **People Services**

Grade: **Senior PSS4** **Role profile: Leadership and Management**

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to degree level or equivalent professional experience.	Essential		✓			✓
	Chartered Member or Fellow of the Chartered Institute of Personnel and Development (CIPD) or equivalent senior HR professional qualification.	Essential		✓			✓
	Evidence of continuing professional development in HR.	Essential		✓	✓		
	Relevant postgraduate qualification in HR, Business, Leadership or related discipline.		Desirable	✓			✓
Previous Work Experience	Significant senior leadership experience within a large, complex organisation leading Human Resources and workforce strategy functions.	Essential		✓	✓		
	Track record of developing and delivering people strategies that support organisational objectives and cultural transformation.	Essential		✓	✓	✓	
	Experience of leading organisational change, restructuring, workforce transformation and organisational design programmes, with successful outcomes and minimal negative employee relations issues.	Essential		✓	✓	✓	
	Experience of managing employee relations at a strategic level, including leading negotiation and consultation processes and working collaboratively with recognised Trade Unions.	Essential		✓	✓		
	Experience of managing complex	Essential		✓	✓		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	employee case work and tribunals and a track record of pragmatic and business focussed outcomes.						
	Experience of leading HR operational services, systems and customer-facing functions including payroll, recruitment and employee lifecycle services.	Essential		✓	✓		
	Experience of delivering continual improvement and evidenced growth in customer satisfaction	Essential		✓	✓		
	Experience within Higher Education or another complex public sector environment.	Desirable		✓			
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	Expert knowledge of employment law, employee relations, industrial relations and workforce change.	Essential		✓	✓		
	Strong strategic thinking, planning and organisational skills with the ability to align people priorities to organisational strategy.	Essential		✓	✓	✓	
	Ability to influence, challenge and build credibility with senior stakeholders, governors and external partners.	Essential		✓	✓	✓	
	Strong analytical skills with the ability to interpret workforce data, identify trends and translate insight into action.	Essential		✓	✓		
	Excellent communication and presentation skills, including presenting reports and recommendations to senior committees and boards.	Essential		✓	✓	✓	
	Ability to lead organisational transformation and change, while keeping the university safe and maintaining positive employee engagement and experience.	Essential		✓	✓		
	Strong financial and commercial awareness, including supporting medium-term planning and organisational sustainability.	Essential		✓	✓		
	Commitment to inclusion, equality, wellbeing and the delivery of an	Essential		✓	✓		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	exceptional employee experience.						
	Demonstrable commitment to customer-focussed services based on continuous improvement and leveraging technology to improve service effectiveness.	Essential		✓	✓		
	Ability to operate independently with resilience, integrity, sound judgement and discretion when handling sensitive and high-risk matters.	Essential		✓	✓		
	Proven track record in motivating and empowering team members to meet target and objectives within a customer service environment	Essential		✓	✓		
	Ability to use a coaching style to inspire and develop team members, giving constructive feedback and creating an open and inclusive environment.	Essential		✓	✓		
Our Leadership Values and Behaviours at DMU							
Collaborative	Foster team collaboration and the exchange of best practices, establish clear and ambitious goals, develop work plans focused on achieving outcomes, and identify and nurture individual strengths to support development	Essential			✓	✓	
Compassionate	Offer honest and constructive feedback, cultivate a secure and open workplace, make difficult decisions with credibility, and act with integrity and transparency	Essential			✓	✓	
Creative	Cultivate an environment that promotes questioning and idea sharing, minimises bureaucratic hurdles, encourages open dialogue about mistakes, and engages the teams in ongoing service improvement.	Essential			✓	✓	
Community-minded	Encourage diverse viewpoints, swiftly address conflicts and inappropriate behaviours, and nurture a culture of mutual respect.	Essential			✓	✓	

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**