

Job Description

People Operations Manager

People Services

Grade: G

Role profile: SMG2

Full time

Fixed term – 12 months

	Duties of the role
<p>Overall purpose of the role</p>	<p>The People Operations Manager will lead the delivery of high-quality, compliant and customer-focused People Services operations across the University.</p> <p>This is a fixed-term role requiring an experienced HR operations professional who can quickly take ownership of service delivery and ensure continuity during a period of system implementation.</p> <p>The postholder will oversee the People Support Hub and operational services, ensuring efficient, accurate and timely delivery across the employee lifecycle, with a strong focus on compliance (including UKVI, DBS and employment checks).</p> <p>A key priority will be to maintain and enhance a responsive, high-quality customer experience, ensuring that managers and employees can access clear, consistent and efficient support. The role will also identify and implement improvements to processes, systems and service delivery to strengthen both compliance and the employee experience.</p>
<p>Main duties and responsibilities</p>	<ul style="list-style-type: none"> • Lead and manage the People Support Team in the delivery of a high quality, people focused, robust and efficient service to managers, employees and external customers. This will include the management of: <ul style="list-style-type: none"> ➢ People Support Hub ➢ Operational People Support services ➢ International Working ➢ DBS ➢ Workforce Data Management and Reporting • Act as deputy for the Head of People Services Operations • Be the lead officer for managing all relevant People Services' compliance requirements, ensuring statutory and contractual responsibilities are carried out in a timely and robust manner, including legislative requirements such as employment checks, UKVI registration, DBS, mandatory training and other compliance processes and reporting requirements relating to the work of the University. • Manage Service Level Agreement targets, providing regular reports and analysis on trends, impact and knowledge/ process gaps ensuring the People Operations team is efficiently and effectively managing employee life cycle changes and queries in line with Service Level Agreement's. • Ensure effective use of HR systems to manage employee data, workflows and

reporting, driving accuracy, efficiency and audit readiness.

- Quickly establish credibility with stakeholders and take responsibility for service continuity, identifying immediate priorities and risks.
- Managing the team, ensuring that performance objectives are set and monitored accordingly and financial spend is monitored in accordance with financial regulations.
- To develop processes that enable continuous improvement considering learning and development needs for managers and People Services, changes to systems, processes, policies and infrastructure.
- Work with the Talent Acquisition Manager to provide a seamless and effective Talent Acquisition and resourcing model to the university.
- Develop and maintain robust relationships with key stakeholders within the University, regularly seeking customer feedback and actively acting upon it
- Liaise with other parts of People Services to ensure the service is shaped accordingly to meet business needs.
- Manage all contracts relating to the People Support and conduct regular supplier reviews and negotiations.
- Develop team members, leading a coaching and empowering approach, considering learning and development needs, giving constructive feedback and creating an open and inclusive environment.
- Actively and positively participate in the broader leadership of People Services
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, 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.
- All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are 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 conformance requirements to help minimise our emissions to air, water and land.
- Provide a service that complies with the Equality Act 2010, 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.
- The postholder should 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.
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Person Specification

People Support Manager

People Services

Grade: G

Role profile: SMG2

Full time

Fixed term 12 months

Hybrid Working available on a minimum of 40% in the office – to be regularly reviewed and agreed with the line manager

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Technical	Degree, professional qualification (Graduate CIPD) or working towards or equivalent experience	Essential	x			x
	Experienced HR operations professional with strong knowledge of the employee lifecycle in a complex organisation					
	Extensive operational HR knowledge across the employee lifecycle, including employment legislation and compliance requirements such as UKVI, DBS and relevant employment laws.	Essential	x	x		
	Proven experience of leading HR operations services and delivering immediate impact in a new role or environment	Essential	x	x		
	Proven experience of delivering high-volume, customer-focused HR services and improving service delivery and employee experience	Essential	x	x		
	HR experience of working within the HE sector	Desirable	x	x		
	Strong experience of using HR systems and data to manage operations, monitor performance and ensure accuracy and compliance	Essential				
	Excellent verbal and written communication skills, including the ability to write reports and present key information to a variety of audiences	Essential	x		x	
Leadership and Management	Ability to demonstrate an approachable and inspiring leadership style	Essential	x	x		

	Strong organisational skills with the ability to manage competing priorities in a fast-paced environment	Essential		x	x	x	
	Experience of leading and managing HR operations teams to deliver performance against SLAs/KPIs						
	Able to be calm and resilient under pressure	Essential		x	x	x	
	Experience of managing sensitive situations and be able to have difficult conversations with a constructive outcome	Essential		x		x	
	Ability to interpret and analyse complex data and metrics and to translate this into meaningful presentations	Essential		x	x		
Business Initiative and customer responsiveness	Track record of introducing new and innovative solutions to continually challenge and improve service delivery, value for money and customer experience	Essential		x	x	x	
	Excellent communication skills and ability to build effective stakeholder relationships	Essential		x	x	x	
	Experience of balancing business need with pragmatic solutions	Essential		x	x	x	
	Ability to manage external contracts and 3 rd party arrangements to ensure value for money and excellent customer satisfaction levels		Desirable	x	x		
Our Values and Behaviours at DMU							
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU <i>We are aware of our personal impact on others</i>	Essential			x	x	
We are honest and Compassionate	We are open, honest and caring We work on a trust basis <i>We hold ourselves accountable for our actions</i>	Essential			x	x	
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions <i>We are innovative and creative</i>	Essential			x	x	
We are a Community – we value and champion difference	We embrace alternative views We treat others with respect <i>We tackle inequalities</i>	Essential			x	x	

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