

Job Description

People Operations Manager

People Services

Grade: G

Role profile: SMG2

Full time

Fixed term – 12 months

	Duties of the role
Overall purpose of the role	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. The People Operations Manager will provide strong, visible leadership to an experienced People Operations team, ensuring the consistent delivery of accurate, timely and customer-focused services across the University. The postholder will directly manage a team of People Coordinators responsible for onboarding, employee lifecycle changes and HR system updates, together with the Immigration Adviser. The role requires a proven people manager who has successfully led operational teams within a large, complex organisation and can establish clear priorities, accountability and high standards of performance. The role will oversee operational delivery across the employee lifecycle and the University's immigration sponsor responsibilities. This includes ensuring Certificates of Sponsorship are issued accurately and appropriately, managers and employees receive clear guidance on visa processes, and records, controls and working practices remain compliant with UKVI requirements and audit ready. A key priority will be to support, coach and develop an established team, manage capacity and performance, strengthen service standards and continually improve processes, HR system use, compliance and the employee experience.
Main duties and responsibilities	• Lead, manage, coach and develop an experienced People Operations team, creating clear accountability, agreed priorities and a supportive, inclusive and high-performing team culture. • Provide day-to-day leadership to People Coordinators delivering onboarding, contractual and employee lifecycle changes, and accurate HR system updates. • Manage the Immigration Adviser and provide effective oversight of immigration operations, ensuring responsibilities are clear, work is appropriately prioritised and complex matters are escalated when required. • Ensure the University meets its responsibilities as a UKVI sponsor licence holder, with effective controls for issuing Certificates of Sponsorship, maintaining accurate records, supporting right to work and visa processes, and remaining audit ready. • Ensure managers and employees receive clear, consistent and timely guidance on visa processes, responsibilities and required documentation. • Set and monitor service standards, workloads, performance objectives, SLAs and KPIs, using data and management information to address backlogs, risks, capacity pressures and service gaps. • Maintain robust quality assurance and audit controls across onboarding, employee lifecycle changes, HR system transactions and immigration activity. • Ensure effective use of HR systems to manage workflows, employee data and

reporting, driving accuracy, consistency, efficiency and data integrity.

- Take ownership of complex operational issues and service risks, making sound decisions and ensuring appropriate resolution and escalation.
- Build effective relationships with managers, People Services colleagues and key stakeholders, seeking feedback and ensuring operational services respond to organisational needs.
- Lead continuous improvement activity, simplifying processes, clarifying responsibilities and strengthening guidance, controls and the customer experience.
- Plan and manage team capacity, resilience, cross-training and development so that critical services remain sustainable and responsive during periods of peak demand or change.
- Manage sensitive people matters within the team fairly and confidently, including performance, attendance, conduct and difficult conversations, with support from relevant colleagues where appropriate.
- Act as deputy for the Head of People Services Operations when required and contribute positively to the wider leadership of People Services.
- Manage relevant budgets, contracts and supplier relationships in accordance with University requirements, ensuring effective service and value for money.
- Treat all DMU staff, students, contractors and visitors with dignity and respect and provide a service that supports equality, inclusion, health and safety and environmental responsibilities.

Person Specification

People Operations 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, CIPD qualification, or equivalent demonstrable professional experience in people operations or HR service delivery.	Essential		x	x		x
	Substantial experience of directly leading and managing an established people operations or HR operations team, including setting expectations, allocating work, managing performance, coaching and developing colleagues.	Essential		x	x		
	Proven people management experience gained within a large, complex, multi-stakeholder organisation, delivering through a team rather than operating as a sole HR practitioner.	Essential		x	x		
	Strong operational knowledge of onboarding, contractual and employee lifecycle changes, HR system transactions, data quality and associated employment compliance requirements.	Essential		x	x		
	Proven experience of managing high-volume, customer-focused people operations services and delivering performance against service standards, SLAs or KPIs.	Essential		x	x		
	Experience of people operations or HR service delivery within higher education, the public sector or another similarly complex regulated environment.		Desirable	x	x		
	Strong experience of using HR systems, workflows and management information to oversee service delivery, improve accuracy, manage risk and maintain audit-ready records.	Essential					
	Experience of overseeing immigration or sponsor licence activity, including Certificates of Sponsorship, manager and employee guidance, UKVI compliance controls and audit readiness.	Essential		x		x	
Leadership and Management	Demonstrable leadership style that is visible, supportive and accountable, with the ability to motivate an experienced team and address performance or behavioural issues	Essential		x	x		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
	constructively.						
	Strong organisational and resource management skills, with the ability to prioritise competing demands, balance team capacity and maintain critical services in a fast-paced environment.	Essential		X	X	X	
	Track record of building team capability through coaching, feedback, objective setting, cross-training and development planning.	Essential					
	Ability to remain calm, resilient and decisive under pressure, taking ownership of operational risks and complex service issues.	Essential		X	X	X	
	Proven experience of managing sensitive team situations and holding difficult conversations fairly, confidently and constructively.	Essential		X		X	
	Ability to interpret operational data, service metrics and compliance information, identify trends and risks, and translate findings into clear actions and reports.	Essential		X	X		
Business Initiative and customer responsiveness	Track record of improving people operations processes, controls and customer experience while maintaining service continuity and compliance.	Essential		X	X	X	
	Strong stakeholder management skills, with the ability to build trusted working relationships across a large and complex organisation.	Essential		X	X	X	
	Sound judgement and the ability to balance customer needs, operational priorities, policy requirements and compliance risk through pragmatic, defensible decisions.	Essential		X	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**