

People Operations Manager

Department:	People & Organisational Development
Grade:	Grade 7
Salary:	£41,987 - £46,668
Hours:	Full time – 35 hour per week
Contract Type:	Permanent
Responsible to:	Associate Director (People Operations, Data & Systems)
Responsible for:	Shared Service Team Leader x1 Recruitment/Shared Service Assistants x 8

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities.

We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants.

Goldsmiths is committed to creating an inclusive and accessible working environment for all staff. If you would like to access confidential advice or guidance

If you have any questions, please contact hr-recruitment@gold.ac.uk



Job Description

People & Organisational Development

Our vision is to develop a contemporary, solutions focussed HR service to support Academic Heads and Managers and to enhance the staff experience. This forms part of the wider goal to transform Professional Services to develop the student experience and enhance the academic endeavour.

Job overview

The People Operations team is engaged in the administration of a broad range of people activities associated with the employment cycle. The team acts as the first point of contact for queries from managers and staff across the college and provides a comprehensive administrative support service to the human resources team, supporting projects undertaken within the People & Organisational Development department.

The People Operations Manager will lead the provision of a high quality and responsive people Service, co-ordinating the workflow and ensuring that the operations team is actively engaged in the continuous improvement of all People Operations.

Key Responsibilities

These include:

Team Management

- To manage, lead and develop the People Operations Team to ensure a high level of customer service, accuracy and compliance with Service Level Agreements.
- To contribute to the development of HR KPIS and Dashboards and the use of analytics to improve the services delivered to the college and monitor progress against EDI objectives.
- Supervision of the People Operations team in all aspects of HR Administration including acting as first point of contact for internal and external customers regarding recruitment, pay and benefits, policies and procedures.
- Lead team to ensure delivery of an excellent and accurate HR operations service to customers.
- Act as a role model for Shared Service Assistants, coaching and developing team members to ensure an excellent level of performance and that they reach their potential.
- Work with the People Systems & Data Manager and Payroll team to ensure that HRIS and online recruitment system are effectively maintained and developed to meet business need.

Recruitment and Onboarding

- Supervise the end-to-end recruitment processes and implement accessible guidance and support to enhance the experience for recruiting managers, the candidates and People Operations team.
- Oversee the administration of hourly paid lecturer contracts to ensure compliance with the Assimilation Agreement.
- Ensure that all recruitment activity is processed in a timely manner and that the team liaises with recruiting managers, People Business Partners and candidates in an efficient and professional manner.
- Ensure compliance with all pre-employment checks including DBS, references, qualifications and right to work checks.
- Manage senior management appointments including attendance at interview panels and administering assessments.
- Oversee the appointments process for rotating roles including Heads of School, Heads of Department and SMT.
- In collaboration with the Equality Team support the roll-out of recruitment initiatives to support Goldsmiths EDI strategy.
- Oversee the delivery of HERA job evaluation.

People Operations Administration

- Monitor shared mailboxes to ensure that enquiries receive a response within expected timescales and complex issues are escalated to senior members of the POD team as appropriate.
- Ensure that all enquiries, e-mails, correspondence and telephone calls are dealt with in a confidential, professional and timely manner.
- Ensure processing of contracts of employment/letters of engagement and payments are carried out in a timely manner.
- Build and maintain relationships with key groups including School Operations Team, Heads of Department, Payroll team.
- Ensure staff records are maintained accurately in line with GDPR regulations.
- Regularly review HR documentation to ensure accessibility in line with current legislation, regulations and practice.
- Monitor and review current procedures and workflows and work with colleagues to identify and implement improvements.

- Act as escalation point for HR Advisors, People Business Partners or line managers, assisting with query resolution and case managing complex calls and queries (when required).
- Support the effective delivery of the probation process for new starters.

General

- Undertake ad hoc project work as required by the Associate Director (People Operations, Data & Systems).
- Always carry out the duties and responsibilities of the post in accordance with the College's Equal Opportunities Policy.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Provide support to the POD management team to provide a comprehensive and professional service.
- Maintain up to date knowledge of relevant human resources issues.
- To organise meetings, including the booking of rooms and the taking and distributing accurate minutes when required.
- Support the embedding of equality diversity and inclusion with colleagues across the College in relation to all areas of activity.

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be short-listed for interview. The Desirable criteria sections show attributes which would enable the applicant to perform the role more effectively with little or no training.

Criteria	Description	Essential/ Desirable	How criteria are tested
Qualifications	Educated to degree level or equivalent.	Essential	A
	Associate membership of CIPD or equivalent experience in HR	Essential	
	Evidence of continuous professional development	Essential	
Experience/ Knowledge	Experience of an office based administrative role.	Essential	A, INT
	Experience gained within an HR environment.	Desirable	A, INT
	Experience of HR administrative processes such as administering the recruitment process or drafting contractual paperwork	Desirable	A, INT
	Experience of using an HR/Payroll system, ideally Business World	Desirable	A, INT
	Experience of working within a higher education institution.	Desirable	A, INT
	An awareness of and interest in current UK employment legislation and best practice.	Essential	A, INT
	An awareness of and interest in HR developments in advancing equality, diversity and inclusion.	Essential	A, INT
	Experience of carrying out right to work checks and an awareness of the EU Settlement Scheme.	Essential	A, INT

	Ability to plan, prioritise and manage a varied workload to meet deadlines.	Essential	A, ST, INT
Skills	Strong time management, organisational and administrative skills	Essential	A, INT
	Flexible and agile approach to work, with a keen attention to detail	Essential	A, INT
	High standard of written and spoken communication skills with strong interpersonal skills	Essential	A, INT
	Strong IT skills, including proficiency using Word & Excel.	Essential	A, INT
	Confidence in providing excellent customer service and ability to deal effectively with staff at all levels, including Professional Services and Academic Staff.	Essential	A, INT
	Ability to clearly communicate and explain standard HR policies and procedures.	Essential	A, ST, INT
Personal Attributes	Commitment to continued professional development.	Essential	A
	An informed interest in higher education	Desirable	A, INT
	A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.	Essential	A, INT

A = Application form INT = Interview ST = Selection test

The duties and responsibilities assigned to the post may be amended by the Director of People & Organisational Change within the scope and level of the post.

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to [University of London facilities](#) such as [Senate House Library](#)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.