

Assistant Director (People Operations, Data & Systems)

Department:	People & Organisational Development
Grade:	10
Hours:	Full time
Contract Type:	Permanent
Responsible to:	Director of People & Organisational Development
Responsible for:	People Operations Manager & Team People Data & Reporting Manager & Team

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



Passionate about advancing equality
and celebrating diversity.
Together, we are different



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

Working closely with the Director of People & Organisational Development (DPOD), the Assistant Director (People Operations, Data & Systems) plays a pivotal role in driving forward the College's People Strategy in line with the College's strategy.

The Assistant Director (People Operations, Data & Systems) will manage and is responsible for leading the People Operations and Data & Systems services of the College which includes recruitment, HR systems, people operations and information and reporting.

The role will strategically lead the transactional and operational services within the People & Organisational Development team working with the Director of People & Organisation, People Business Partners, Head of Organisation Development, Head of Equality, Diversity and Inclusion will take a lead role in service transformation and culture change.

The post-holder will be a member of the POD Leadership Team. The role holder (together with Assistant Director POD (Industrial Relations) and the Assistant Director, POD (Reward Lead) will deputise for the Director of People and Organisation Development across a full range of duties contributing to the maximisation of the effectiveness of staff and resources and upholding the highest standards of professionalism within the department.

Key Responsibilities

These include:

Strategic Leadership

- Support the Director of People & Organisational Development (DPOD), and the wider People and Organisation Development (POD) department senior leadership team in the development and delivery of the College's People Strategy and implementation plan. Ensuring alignment with other Goldsmiths' strategies. As part of the POD management team provide strong visible leadership that ensure the delivery of excellent people services.
- Contribute to the development of HR policies, practices, and principles to support the staff and student experience. To contribute fully to the development of the specific HR policies underpinning recruitment, people operations and people data management.
- Take a lead role in People data, systems & analytics.
- Work closely with the DPOD to support improvements in college performance, effective onboarding and organisational change.
- Show initiative in the development and advancement of staff working in the People Operations and Data team, as part of the move to being a 'Learning Organisation' and ensure that staff are motivated to learn and develop skills to enable job enrichment and meet their potential and aspirations.
- Contribute to Goldsmiths wide projects or initiatives as and when required.
- Represent Goldsmiths on appropriate external bodies as and when required.
- Engage with Goldsmiths' commitment to advance equality, diversity, and inclusion and to further social justice, understanding, inclusivity and opportunity through education.

- Provide senior strategic leadership and management to the People Operations transactional services team.
- Responsible for the development and delivery of a specified range of People strategy work programmes on behalf of the college.
- Take a programme management and collaborative approach to delivering a professional HR service that embeds the college values, delivers excellent value to staff and improves performance.
- Ensure that the political, financial, and professional probity, credibility and sustainability of the POD team and Goldsmiths is considered in all activities.
- Deliver communication and presentations to a wide range of stakeholders both internally within the college.
- Prepare and present credible business cases for services with robust analysis of both market need and financial impact.
- Lead on the development and modernisation of HR systems to provide timely and accurate workforce information and deliver improvements in efficient and effective people processes.
- Support the development of new ways of working to modernise employment practices which provide innovative solutions to maximise employee experience.

Operational Management

- Manage and develop the operational delivery of People strategy and plan and products.
- Provide professional leadership to the People Operations team including coaching and supporting staff to improve capability and enhance performance.
- Ensure policies are up to date, regularly reviewed and followed correctly.
- To undertake the investigation of people related complaints and for processing people related Subject Access Requests and Freedom of Information requests.
- Take a lead role in maintaining a governance system and process in respect all of the team's work.
- Work with colleagues across the college and externally to ensure the team is aligned to Goldsmith's priorities and governance structures as appropriate.
- To manage and efficiently administer the employee lifecycle, recruitment and payroll administration processes.
- To ensure efficient support and administration to staff networks, operational, governance and assurance committees related to the people plan.
- To ensure the provision of business intelligence and People reporting at all levels.

Staff and Service Development

- To line manage and provide leadership for the People Operations Team

- To be responsible for the setting of objectives and delivery targets for the team and ensure appropriate appraisal and development reviews are in place.
- To be responsible for the recruitment, appraisal, performance management and CPD of the team.
- Ensures that the Teams activity is appropriately recorded with clear audit trails.

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
	Level 7 CIPD or equivalent experience in HR	Essential	A
	Evidence of continuous professional development	Essential	A
Experience/ Knowledge	Previous experience leading a People operations function including transformational / complex change	Essential	A, INT
	Experience in higher education sector	Essential	A, INT
	Service / quality improvement Experience.	Essential	A, INT
	Ability to plan, prioritise and manage a varied workload to meet deadlines.	Essential	A, INT
	Ability to work across organisational/ professional boundaries	Essential	A, INT
	Knowledge and experience of working positively with professional representative bodies, unions, registration and regulatory organisations.	Essential	A, INT
	Application of Employment law in a workplace setting.	Essential	A, INT
		Essential	A, INT

	Demonstrates strong commitment to action to achieve equality and diversity and inclusion in the workforce.		
Skills	Ability to develop and deliver strategy at and operational delivery at an organisational and Departmental level	Essential	A, INT
		Essential	A, INT
	Political/ strategic influencing and persuasion skills	Essential	A, INT
	Highly developed communication and negotiation skills (written, verbal, direct formal and informal presentation, persuasion, influencing)	Essential	A, INT
	Leadership, management & people development capability	Essential	A, INT
	Ability to manage challenge, confrontation, conflict and resistance, reconciling conflicting views.	Essential	A, INT
	Well-developed analytical and judgement skills, able to interpret comparative options and work with high levels of uncertainty.	Desirable	A, INT
	Financial/ budgetary management skills.	Essential	A, INT
	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
	Strong IT skills, including proficiency using Word & Excel.		
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