

Job Description: People Operations Business Manager – Permanent
Function: People Operations
Reporting to: Chief People Officer
Responsible for: N/A
Salary: Circa £36,000 including London weighting
Base: Based at Waterloo, with travel to North Kensington and Chelsea required, some home working available on ad hoc basis
Hours of work: 36 hours per week

ROLE PURPOSE

- A. The People Operations Business Manager is responsible for providing an efficient and effective support function to the Chief People Officer. The role supports the Chief People Officer in ensuring the performance of the department is maintained and provides administrative, logistical and office support for the Chief People Officer.
- B. The People Operations Business Manager supports the Chief People Officer in departmental business planning, budgeting and risk management.

MAIN ACCOUNTABILITIES

Chief People Officer (CPO) support

1. Manage and maintain the Chief People Officer’s diary, and calendar appointments, ensuring that CPO time is able to be focused and balanced appropriately on strategic and operational matters
2. Support the CPO in meeting management: preparing papers for CPO, booking meetings and supporting logistical arrangements for regular meetings chaired by the CPO including EDI Steering Group, People Operations Committee, College Leadership Group, JNCC, Coffee with the Principal, , taking minutes and action notes as appropriate
3. Help to manage the CPOs workload, working with Executive Assistants and the Governance Officer to keep track of key paper deadlines for Executive Meetings, overseeing the prioritisation of meeting and information requests

and ensuring time is built into the CPO diary for agreeing and reviewing papers

4. Consolidate information, data and intelligence from across the People function to produce high quality written documents and papers as required, adhering to College quality standards and deadlines
5. Support the management of the department's risk register and delivery of the departmental plan
6. Support the team in taking responsibility for the delivery of the department's business plan, reminding of deadlines, service standards etc
7. Organise regular team meetings, developing draft agendas, collating information and facilitating elements of the meeting as appropriate
8. Build and maintain a suitable register of People Operations contracts, supporting efficient and effective management of their fulfilment
9. Work with the CPO to develop and monitor service standards for all key aspects of People Operations work
10. Support work to develop and strengthen People Operations processes and procedures, for example in documenting processes.

Support work on development of organisational culture

11. Coordinate projects directly involving the Chief People Officer or the People Operations team as requested by the Chief People Officer
12. Work with the Chief People Officer and the Chief Marketing and Engagement Officer and their team to develop and deliver appropriate staff engagement and communication plans that support College values and strategic objectives and enhance the staff and student experience
13. Provide logistical support for delivery of existing staff engagement mechanisms including, but not limited to, the annual staff survey, any pulse surveys, Coffee with the Principal events, cross college social events
14. Provide outline data analysis and commentary from staff surveys and interrogate People Operations performance information to support the identification of trends or issues
15. Undertake projects as requested by the Chief People Officer, acting under own initiative within a given framework / guidance

GENERAL COLLEGE RESPONSIBILITIES

General College Responsibilities

All College employees, irrespective of their role and level of seniority in the College are expected to be familiar with and adhere to these responsibilities:

- We put respect and kindness first, valuing our differences, richness of experience and the contribution we all make. We take time to get to know each other and are inclusive
- We understand and promote with staff and students the importance of safeguarding the welfare of children and vulnerable adults that they are responsible for or come into contact with
- We ensure we comply with the requirements of health and safety regulations to ensure our own wellbeing and that of our colleagues
- We promote and comply with all Morley College London policies and procedures, ensuring that our service delivery and treatment of others is fair and inclusive
- We ensure confidentiality at all times, only releasing confidential information obtained during the course of our employment to those acting in an official capacity and in accordance with the provisions of data protection legislation
- We promote equality, diversity and inclusion principles at all times, ensuring that the College's anti-racism and EDI statements are seen in our every-day activities and behaviours
- We are consistently professional in our behaviours, ensuring that integrity is at the heart of delivering our role and demonstrably following the Morley values, putting students at the heart of all we do
- We work to maintain and build the Morley culture of learning, collaboration, creativity and growth
- We adopt a positive, "can do" and solution focused approach, supporting our students and customers and maintaining Morley's reputation for excellence in learning, inclusivity and
- We are personally committed to Continuous Professional Development, working towards annual individual learning goals and keeping up to date on developments within our professional field

Safeguarding children and vulnerable adults:

- To promote with staff and students the importance of safeguarding and ensure the welfare of children and vulnerable adults they are responsible for and come into contact with

The lists above are not intended to be exhaustive and the post holder will be required to undertake any duties commensurate with the role

WORKING WITH

The post holder will work closely with the Chief People Officer, the Chief Marketing and Engagement Officer, the wider People Operations Team and with the Executive Support Team.

DBS STATUS

This post is exempt from the Rehabilitation of Offenders Act 1974 and is regulated activity. The post holder will be required to obtain an Enhanced DBS Disclosure, including an ISA barred list check.

PERSON SPECIFICATION

Job Title:	People Operations Business Manager
Essential Criteria:	
<ul style="list-style-type: none">• Educated to degree level or equivalent• English and Maths GCSE grade A-C / 9 – 4, or equivalent.• Exceptional organisational skills including an ability to manage multiple priorities, problem solve, work to deadline, effectively prioritise and excellent time management skills• A “people person”, good at building professional relationships and committed to “getting the job done”• A passion for organisational improvement and staff engagement and the resilience and determination to secure positive change in a busy environment• Previous experience of working in a challenging, busy business manager or executive assistant role• Experience of effective diary management, event and logistical planning• Experience in developing and working with / analysing performance data and processes• Excellent verbal and written communication and influencing skills including the ability to tailor style, language and format according to the audience• Experience of basic budget management• Have a commitment to and be able to demonstrate knowledge of health & safety and equality and diversity as appropriate to the post.• Ability to maintain confidentiality and understanding the need for appropriate handling of sensitive information• Strong emotional intelligence skills and the resolve to remain professional at all times• Used to working in a busy environment with multiple priorities to address.	
Desirable Criteria	
<ul style="list-style-type: none">• Qualification in Human Resources, Organisational Development or related field, CIPD membership or experience in working in a People team• Understanding of business planning cycles and project management approaches or techniques including tracking and reporting against milestones and deadlines• A clear understanding of Safeguarding and Prevent and the ability to create and sustain a learning environment in which the safety and welfare of children and vulnerable adults is paramount• Understanding of the education sector• Experience of being accountable for ensuring teams meet organisation and team deadlines, assessing quality standards of reports and other written documents• The willingness to take on staff engagement and organisational culture related activities to support departmental and College objectives	

July 2024