

Job Description and Person Specification

Professional Services Staff

Job title: People Operations Manager

Department: People & Culture

Pay Band: D

Reports to: Head of People Operations

Role Purpose:

Managing the People Operations team, the People Operations Manager will be responsible for coordinating the provision of an excellent HR transactional service by maximising the effectiveness and efficiency of People operations and the quality of customer service provided to managers and staff across the University.

Reporting to the Head of People Operations, the role holder will manage the workload of the Operations team to ensure all operational transactions are carried out in a timely manner. This includes preparation and data input for the monthly payroll, ensuring that all staff are correctly paid in accordance with Ravensbourne and HM Revenue & Customs regulations and that all required records are maintained.

The role holder will be a subject expert for queries relating to terms and conditions and payroll queries, supporting the Ops team in their resolution, and coordinating with colleagues in Payroll as required.

The role will also lead on day-to-day management information requests and support the completion of key external data returns.

Working closely with the Head of People Operations, the broader People & Culture Team and colleagues in Finance/Payroll, the role holder will be expected to liaise with all employee types across the University.

Duties and Responsibilities:

- Coordinate the workload of the People Operations team, working with the Resourcing Partner and Business Partnering team to ensure that all new starter administration and employee changes are captured and processed in line with the monthly payroll deadline.
- Build and maintain effective working relationships with other People & Culture colleagues, and managers and staff across the University to facilitate the necessary and timely exchange of information.

- Resolve operational issues as they arise and have overall responsibility for setting priorities and coordinating the effective and efficient delivery of key HR administrative tasks, including:
 - issuing contracts for new starters and extensions/variations to existing staff contracts
 - onboarding all new starters
 - administration relating to sessional academics.
 - administration relating to the ending of fixed-term contracts and redundancy payments.
 - administration relating to internal transfers and salary changes.
 - administration and calculation of contractual entitlements/benefits, e.g., maternity leave, annual leave, relocation expenses
 - processing of DBS checks

- Monitor the accuracy of data input within the People Operations Team, troubleshoot payroll errors and make corrections as needed in line with policies and monthly deadlines.

- Monitor the accuracy of Payroll data such as bank details for joiners, holiday pay for leavers etc.

- Manage and resolve pay-related queries such as holiday and pay and deductions from staff in a timely manner; working with the out-sourced payroll provider (MHR) and referring to colleagues in payroll / the Head of People Operations when complex issues arise.

- Manage our UK Visa and Immigration checks and reporting obligations for our sponsored workers. Monitor the completion and expiration of right to work checks to ensure full compliance.

- As a subject matter specialist, maintain up to date knowledge of UKVI requirements and ensure that changes to legislation are reflected in our processes and implemented across the team.

- Ensure that our onboarding processes comply with Ravensbourne policies and commitment to safeguarding/safer recruitment. This includes the timely processing and updating of our DBS checks for relevant staff.

- Manage the administration of the Ravensbourne's benefits such as the cycle to work scheme, childcare vouchers, eye care expenses.

- Maintain accurate records of all aspects of People & Payroll activity and audit compliance. Responsibility for the collation and coordination of documents requested by auditors.

- Support the Head of People Operations to implement audit recommendations made by internal and external audit.

- Use standard reporting tools in iTrent, Stonefish and Business Objects to provide regular management information reports to the People & Culture team and other colleagues upon request.

- Assist the Head of People Operations in the management, manipulation and presentation of HR data in reports, infographics, and statutory returns.
- Maintain knowledge of relevant policies, procedures, and legislation, attending and participating at meetings, seminar and training events as necessary, and proactively gather knowledge and best practice, through practical experience and networking with colleagues.
- Ensure the Operational Team is managed and developed to remain up to date with policy, legislation, systems and processes.
- Proactively investigate system/process failures and adjust procedures as part of our continuous process improvements.
- Undertake any other duties requested by the Head of People Operations.
- Perform other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Other

- Demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g., Finance, People & Culture) as appropriate.
- Carry out the policies, procedures, and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.

Key working relationships

- People & Culture team
- Finance – particularly colleagues in Payroll
- All employees
- External providers

Resources Managed

Staff: 4 x People Operations Coordinator

Person Specification

Knowledge and Experience	Essential	Desirable
Education <ul style="list-style-type: none"> Educated to degree level or equivalent experience. 	✓	
Professional qualifications/experience <ul style="list-style-type: none"> CIPD membership (Level 5) or proven evidence of equivalent relevant experience. 	✓	
Higher Education knowledge <ul style="list-style-type: none"> Experience of working in a Higher Education environment. 		✓
Specialist HR Knowledge <ul style="list-style-type: none"> Demonstrable experience of working in a busy transactional HR team or Shared Services team. Understanding & experience of payroll processes ensuring delivery to strict deadlines. Knowledge of UKVI legislation and reporting obligations. 	✓ ✓ ✓	
System Knowledge <ul style="list-style-type: none"> Knowledge of using HR/payroll systems, such as MHR iTrent, Resourcelink or CoreHR. Experience of using the MHR iTrent HR/payroll system. Microsoft Excel skills (evidence of filtering, VLOOKUPS, and pivot tables). Experience of using third party reporting tools, such as BOXI, Crystal, Power BI, to create bespoke MI reports. Ability to extract and manipulate data for system-wide updates using data conversion routines. 	✓ ✓ ✓ ✓ ✓	✓
Management and leadership <ul style="list-style-type: none"> Experience of leading and managing a team. Experience of creating and adapting administration processes and systems. Ability to prioritise effectively in a busy environment. 	✓ ✓ ✓	

<p>Communication</p> <ul style="list-style-type: none"> • Demonstrable excellent customer service skills and a customer centred approach. • Ability to work with discretion and to handle issues of sensitivity with complete confidentiality. • Strong stakeholder engagement and management skills. 	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Organisation and time management</p> <ul style="list-style-type: none"> • Proven ability to use initiative and to adopt an active approach to problem solving. • Attention to detail • Evidence of strong planning (time management) and organisational skills • Evidence of project management skills 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Organisational Values</p> <ul style="list-style-type: none"> • Demonstrates organisational values and behaviours in everyday actions and interactions. <p>Equality, Diversity & Inclusion</p> <ul style="list-style-type: none"> • A commitment to deliver Equality, Diversity and Inclusivity in all aspects of the role. 	<p>✓</p> <p>✓</p>	

This Job Description may be reviewed, and duties amended aligned with Ravensbourne’s requirements, any changes will be made in collaboration with the postholder.

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

