Description and Person Specification
Professional Services Staff

Role title: Head of People Services

Department: People and Culture

Pay Grade: 8

Reports to: Director of People, Culture and Change

Job purpose

The Head of People Services plays a pivotal role in the driving and implementing the University's people strategy and operational plans as a key member of the People and Culture Department's Senior Management Team. They lead the design and continuous improvement of the university's People Services function to support the University's strategic objectives, managing the delivery of high quality and efficient operational and recruitment services across the university.

The Head of People Services holds lead responsibility for ensuring our core HR processes run effectively and efficiently, are compliant with legislative and regulatory requirements and align with university policies. They oversee the day-to-day people operations activity including contracts, onboarding and employment changes, recruitment, pay and benefits, and workforce data, and they ensure our recruitment service supports RUL to attract high quality candidates who align with Ravensbourne's ethos and values.

Key Responsibilities

- Lead the design and management of the University's People Operations and Resourcing services to support the university's strategic objectives, building the capability of the team within an ethos of service excellence, collaboration and continuous improvement.

- Ensure effective HR operations and recruitment services are provided to the University to meet legislative, compliance and good practice requirements, including right to work checks, safeguarding, and UKVI Skilled Worker GAE (Government Authorised Exchange) requirements.

- Develop and enhance the University's recruitment service through implementing effective recruitment practices which attract and retain talented staff aligned with the university's mission, strategic ambition, values and culture.

- Manage and develop the university's Core HR systems to meet organisational and user needs, deliver legislative and regulatory compliance and ensure data integrity and effective reporting, in collaboration with IT and Finance functions.

- Hold lead responsibility with People and Culture for delivering digital transformation and HR systems improvements, collaborating with IT Services and MHR/Stonefish/Dashboard consultants as required to achieve efficiencies, deliver enhanced services and implement operational process improvements.

- Work collaboratively with the People Partnering team to develop, enhance and maintain the HR operational and recruitment service and associated processes and policies.

- Maintain and monitor the application of a clear framework of staff contract types, which supports the university's staff resourcing requirements and is in keeping with legislative requirements.

- Manage the data collection, validation, and submission the HESA staff return, and respond to data request from external organisations such as Universities and Colleges Employers Association (UCEA) remuneration survey, Office for National Statistics requests, and market pay surveys.

- Work collaboratively with Finance colleagues to ensure timely and accurate payroll processing and support budget forecasting and pay reporting.

- Act as the People and Culture lead and key contributor in the implementation of any university-wide Management Information/Business Intelligence systems, to ensure Ravensbourne's people and workforce information requirements are considered and represented.

- Provide meaningful data analysis and infographics for key internal and external-facing HR reports such as an annual HR workforce metrics report, gender pay gap analysis, equal pay audits and the annual summary of equalities information.

- Maintain knowledge of Ravensbourne HR policy and wider legislative changes so that MHR/Stonefish/Dashboard can be developed accordingly.

- Support the Director of People and Culture to develop and implement effective pay and reward frameworks and policies through undertaking research, analysis and modelling and devising and implementing appropriate pay and benefits solutions for use in the university.

- Ensure the application, monitoring and reporting of a fair and transparent pay and benefits framework for the university.

- Undertake pay benchmarking activity, reviewing and making decisions on individual pay cases, monitoring the use of pay enhancements such as market supplements, and assessing uptake of pay and non-pay benefits.

- Act as the key point in People and Culture for pensions and benefits.

- Prepare and present papers and reports to university committees and other internal audiences.

- Support internal audits and manage risk in areas such as immigration compliance, data protection, and safeguarding.

- Support the Director of People and Culture with the allocation, monitoring and management of the People and Culture staffing and non-staffing budget and deputise for the Director of People and Culture internally and externally as required.

- Lead/manage project work as appropriate to ensure the delivery of fit for purpose people operations and recruitment services across the university.

Key Working Relationships

- People & Culture team
- Finance – particularly colleagues in Payroll
- IT Services
- Executive team
- Managers and employees across Ravensbourne
- External partners and providers

Resources Managed

- People Operations Team (5 staff)
- Resourcing Team (2 staff)
- Online consumables (Digital ID checks, DBS checks, advertising resources)
- Budgets - none

Person Specification		
Knowledge and experience	Essential	Desirable
Qualifications Educated to first degree level in an appropriate subject.		✔
Higher Education Experience of HR practice in Higher Education Knowledge of HESA, UKVI and other sector-specific requirements	 ✔	 ✔

Professional experience Member of the Chartered Institute of Personnel and Development (MCIPD) or equivalent relevant professional experience. Substantial experience in HR Operations management, including recruitment, contracts, onboarding and pay and benefits administration Knowledge of different contractual forms of staff engagement, together with up-to-date knowledge of associated employment legislation.	✓ ✓ ✓	
HR Information Systems Extensive knowledge of using and developing HR information systems, including experience of identifying, designing implementing and monitoring new and improved HR processes, and using HR data to inform decisions.	✓	
Pay and Reward Understanding of reward, compensation and benefits and grading structures.	✓	
Job Evaluation Experience of undertaking of job evaluation combined with experience of its role in applying a fair pay framework across the organisation.	✓	
Employment law Demonstrates up to date knowledge of employment law.	✓	
Using IT Makes optimum use of appropriate digital technology and IT systems in all aspects of the role.	✓	
Numeracy and data analysis Experience of using MHR iTrent, or other HRIS to extract, manipulate and analyse data, and present statistical and numerical information clearly and accurately.	✓	

Professional context Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally.	✔	
Project management Leads a project throughout its life cycle, using the methodology to ensure the project achieves its agreed purposes.	✔	
Core Skills, abilities, and behaviours		
Leadership and management skills Proven capabilities as a manager and leader, with the ability to lead, manage and motivate others to deliver objectives. Strong leadership capabilities with a track record of building, inspiring, and developing high-performing teams	✔ ✔	
Problem solving and decision making Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue. Excellent decision-making skills with an aptitude for problem solving and crisis management. Able to thrive in a dynamic, evolving environment with an analytical consulting approach to problems and a proactive, solutions-oriented mindset.	✔ ✔ ✔	
Adaptability and Resilience Maintains composure and effectiveness under pressure, adapting to changing priorities Ability to manage competing demands on time, to prioritise effectively and take decisive action to deliver with accuracy to tight deadlines.	✔ ✔	

Change management Ability to drive organisational change and improvement in a growing, relatively young university.	✓	
Service Delivery Delivers People Services to the standards required, with a focus on service excellence and continuous improvement.	✓	
Equality, Diversity & Inclusion Demonstrable commitment to advancing and promoting equality, diversity and inclusion	✓	
Communicating skills Proven ability to communicate complex information in an effective, concise and tactful manner, both orally and in writing. Demonstrates effective stakeholder management skills, building and maintaining constructive relationships with a wide range of colleagues in different areas and levels of the university to influence positive outcomes	✓ ✓	
Organising work Ability to plan and organise own workload effectively, and that of a team, to ensure key deliverables are achieved in an accurate and timely fashion.	✓	

This Job Description may be reviewed, and duties amended to align 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.