



Job Description

Post Title:	People Operations Manager		
Team:	People Team	Location:	Gravesend and Remote
Grade:	PFT J	Reporting to:	Chief People Officer
Supervises:	People Team Administrator		

Job Summary

The Operations Manager – People Team is responsible for ensuring the Trust has high-quality people-based processes and operations in place while meeting all our statutory and regulatory requirements.

The role will also support cross-functional people projects, coordinate resources, monitor progress, and ensure effective communication and stakeholder engagement throughout the project lifecycle.

To promote and champion our values in all actions and outcomes:

- Courage – to be bold, persevere, and not to be deterred.
- Innovation – to embrace ideas, demand clear thinking, and nurture all.
- Excellence – to set high standards, champion ambition and reward dedication.

To support the development and growth of the Trust through ensuring first-class people services and support are in place.

Duties and Responsibilities

- 1) Support the development and implementation of the Trust's People Strategy and lead in the development of the People Agenda in our schools, ensuring that safeguarding our pupils is at the heart of the Trust and that the Trust quickly responds to address behaviours and attitudes that are not congruent with our values, including clearly defined expectations for managers and staff alike.
- 2) Oversee the development and enhancement of the HRMIS and related systems to ensure an efficient and effective service throughout the Trust while ensuring a high standard of data integrity and compliance.

- 3) Manage the Trust payroll and pension provision, ensuring that:
 - The monthly payroll is processed, and all staff are correctly paid, and any errors are investigated and corrected.
 - Ensure the probity and legislative compliance of all payroll-related transactions.
 - Ensure the correct processing and management of sickness, maternity, and other employment-related processes.
 - Liaise with the Finance Team on payroll reconciliations and budgeting information.
 - Ensure that all pension and auto-enrolment, TPS and LGPS administration and reporting across the Trust are undertaken, dealing with pension questions from current and ex-staff as they arise.
- 4) Lead the day-to-day people operational activities, in line with agreed standards, Key Performance Indicators (KPIs) and compliance with employment law, good practice and safer recruitment.
- 5) Ensure that Standard Operating Procedures (SOPs) are developed, monitored and reviewed.
- 6) Manage our data protection processes within the Trust, liaising with our external data protection service, advising on obligations and acting as a contact point for data subjects and ensuring the correct management and processing of Data Subject Access Requests (DSARs).
- 7) Lead on the interpretation and analysis of people data to support the People Strategy, related policies and procedures and workforce development, ensuring
 - A wide range of comprehensive and accurate reports are available to managers.
 - Identifying trends, issues and opportunities and reporting any concerns to the Chief People Officer.
- 8) Support the People Team in serving committees, meetings and other trust-related events, reporting and attending as required to provide assurance, advice and support on all people operationally related matters
- 9) Manage and support the day-to-day operation of the People Team Administrator, ensuring:
 - They are inducted, supported, trained and appraised in line with Trust policies.
 - A professional, proactive and responsive service to our staff and schools.
 - Best practices are developed and implemented across the school and Trust.

- 10) Working collaboratively with the People Business Partner to ensure that they have accurate and appropriate data or reports to enable them to do their role.
- 11) Support the development, review and implementation of people policies, processes and procedures, ensuring that best practice is at the forefront and in harmony with the People Strategy and reflects the Trust's values, mission and vision and that the needs of the pupils are represented and at the forefront of any thinking or actions.
- 12) Using a project management approach, support a wide range of people-related projects and initiatives.
- 13) Support sharing best practices and learning across the Trust through workshops, sessions, 1:1 coaching sessions and regular communications, ensuring compliance with relevant legislation, continuous improvement, best practice and Trust policies and procedures and delivering optimal value for money and quality outcomes.
- 14) Support the delivery of the Trust's internal communication approach, ensuring that internal communication is in harmony with the Trust's mission, vision, and values. Support the development of the People Hub so it is updated and fresh, relevant to our audiences, and the first source of people information and resources to support their work and the people policies.
- 15) Support the embedding of the Equality, Diversity and Inclusion (ED&I) strategy, working collaboratively, winning the hearts and minds of our people so that we become more committed and able to deliver true inclusivity in harmony with our mission, vision and values.
- 16) Be responsible for and able to evidence your own personal development by undertaking relevant training, attending meetings, conferences, and events, and ensuring that you are updated in all matters relevant to the role as agreed in your Performance Development Plan.
- 17) Carry out additional duties and tasks that may be required within the range of the responsibilities of the post.

This job description is intended to provide a general overview of the position. It is not an exhaustive list of all responsibilities, duties, or skills required for the role. The Trust reserves the right to modify, add, or remove duties and to assign other duties as necessary. This job description is not a contract of employment, and the Trust may change it at any time.

General Requirements

Safeguarding

The Primary First Trust is committed to safeguarding and promoting the welfare of our pupils and expects all employees to share this commitment and our safeguarding policy and procedures. If, while carrying out the duties of the post, you become aware of any actual or potential risk(s) to the safety or welfare of pupils, these concerns must be reported to either your line manager, Headteacher or a member of the Human Resources.

All offers and continuing employment are subject to an enhanced DBS being in place.

Equal Opportunities

The Primary First Trust is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of gender, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

The Primary First Trust aims to create and sustain an inclusive work environment that provides equality of opportunity for everyone and reflects the diversity of the communities we serve.

You are required to uphold the Equality and Diversity policy and comply with the Code of Conduct, which sets out our standards of behaviour towards those who use our services or work within them.

Safe and Secure Working Environment

You must ensure a safe and secure working environment in keeping with legal requirements and our policies and guidelines. At the same time, you will encourage good practice regarding punctuality, behaviours, and work standards.

Confidentially

You must ensure that any information relating to employees, volunteers, and pupils (future, current and past) is treated in the strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or managers.

Continuous Improvement

You must actively contribute to the continuous improvement process and the ongoing development of a quality culture, such as changing behaviour, identifying and implementing improvements to processes and activities and encouraging others to do the same.

Area	Essential	Desirable	Assessment Method
Qualifications:	<ul style="list-style-type: none"> • CIPD Level 5 or relevant qualification • Evidence of continued professional and personal development. 	18)	<ul style="list-style-type: none"> • Application • Pre-employment checks
Experience:	<ul style="list-style-type: none"> • Proven track record with a sustained record of driving improvement. • Proven track record of working operationally in people teams. • Proven track record of working in the people area with proactive anticipation and mitigation of issues. <p>19) Demonstrable experience of successful implementation of transformational change and improving processes.</p> <ul style="list-style-type: none"> • Track record of managing projects effectively to time and budget 	•	<ul style="list-style-type: none"> • Application • Interview
Work-Based Knowledge / Technical Skills:	<ul style="list-style-type: none"> • Professional understanding of people related topics, employment law, and up to date on relevant policies and procedures. • Expect use and understanding of SharePoint and electronic systems. • Ability to present complex information to a wider audience requiring high levels of negotiation, persuasive skills with diplomacy and confidentiality, and the ability to report and challenge as necessary. • Professional understanding of payroll and teacher and local government pensions. • Tracked record of working within frameworks and external agencies 	<ul style="list-style-type: none"> • Knowledge of issues affecting Education Services 	<ul style="list-style-type: none"> • Application • Interview

Area	Essential	Desirable	Assessment Method
	<ul style="list-style-type: none"> • Ability to use initiative to increase efficiency and effectiveness of inclusion and safeguarding service. A hands-on approach is essential in this area. • Knowledge of the regulatory frameworks within which the school operates. • Sound knowledge of what constitutes good value for schools. <p>20) Excellent knowledge of using Microsoft Office to an advanced level</p> <ul style="list-style-type: none"> • Well presented with an eye for detail and strong organisational skills • Able to set, analyse, evaluate and report on relevant quantitative and qualitative data focusing on KPIs. • Resilience in dealing with untoward events. 		
General Skills & Attributes:	<ul style="list-style-type: none"> • Demonstrate a robust knowledge, understanding and commitment to the protection and safeguarding of children and young people. • Outstanding interpersonal skills with the ability to direct multidisciplinary teams effectively and successfully develop collaborative working relationships at all levels. • Values-driven leader with high ethical standards • Ability to think on their feet and make considered decisions with a common-sense approach. • A passion for customer service • Be enthusiastic, self-motivated, and committed to helping all for whom they have the responsibility to achieve the best possible standards. 		<ul style="list-style-type: none"> • Application • Interview

Area	Essential	Desirable	Assessment Method
	21) Have a willingness to participate in new initiatives where appropriate.		
Values:	<p>To uphold our values of:</p> <ul style="list-style-type: none"> • Courage – to be bold, persevere, and not to be deterred. • Innovation – to embrace ideas, demand clear thinking, and nurture all. • Excellence – to set high standards, champion ambition and reward dedication. <ul style="list-style-type: none"> • To uphold high standards of probity in the management of public funds, particularly regularity, propriety and value for money. • To adhere to the 7 principles of public life (also known as the Nolan Principles). 		<ul style="list-style-type: none"> • Interview