

Job Description: Head of People Operations

Reporting To: Director of People

Salary: S4 £57,445 - £62,119 (subject to experience)

Line Management: People Services Assistants & Systems Admin

Location: TBC – Leicester, Nottingham or Derby. Hybrid working

Contract Type: Full-time, Permanent

Role Purpose

The Head of People Operations will be responsible for leading and managing a team of People Services Assistants, supporting 84 schools across three CMATs (Catholic Multi-Academy Trusts) with a high-quality operations service for circa 4,000 employees. This role ensures the efficient delivery of operational HR services including attraction and onboarding, drives HR Information System development, and produces comprehensive people metrics to inform strategic direction and focus. The postholder will oversee key operational HR functions, ensuring recruitment, compliance, system administration, accuracy of pay (in conjunction with the Head of Pensions & Payroll) and alignment with organisational objectives.

Key Responsibilities

Leadership and Team Management

- Lead, manage, and develop the People Services Assistants and Systems Administrators, ensuring high standards of service delivery and professional growth.
- Build and maintain strong working relationships with school leaders, central HR teams, internal payroll and external stakeholders.
- Champion a positive end-user experience and be responsive to employee and manager needs.
- Foster a collaborative and proactive team culture, ensuring consistent support across all schools.
- Work closely with the Head of Payroll & Pensions ensuring “Brilliant Basics Every Day” and a high quality, accurate and efficient service.
- Deputise for the Director of People as required.

Systems Development and Reporting

- In conjunction with the Head of Payroll & Pensions drive the development and optimisation of the iTrent HR system to enhance efficiency, data reporting and self-serve functionality.
- Report on key people metrics on a school, CMAT and Diocese wide basis, including employee turnover, recruitment performance, absence rates and Employee Growth & Development, EDI and others.
- Prepare statutory and organisational reports, including gender pay gap analysis, workforce census submissions, and other compliance-related reports.

Operational HR Responsibilities

- Implement standard operating procedures and oversee the processing of contractual changes for existing employees, ensuring efficiency, accuracy and compliance with employment law and organisational policies and terms.
- Manage and ensure compliance with Single Central Record (SCR) requirements across all schools.
- Provide accurate pay instructions to payroll, including pay awards, ensuring timely and correct payments and a clear schedule of deadlines for schools.
- Ensure all HR operations align with safeguarding and data protection regulations.

Talent Attraction and Recruitment

- In collaboration with CMAT HR leads develop attraction strategies, including the creation and management of talent pools to support workforce planning.
- Oversee recruitment and selection processes to ensure efficient and effective hiring across the CMATs.
- Support hiring managers in adhering to best practices and organisational policies during recruitment processes.

Onboarding and Induction

- Oversee onboarding processes, ensuring new employees receive comprehensive, compliant CES contracts and appropriate documentation.
- Lead and manage the company induction programme to support new employees' integration into the organisation.
- Monitor the effectiveness of onboarding and induction processes, making improvements where necessary.

Key Deliverables

- Accurate, timely and efficient pay instructions and payroll reporting.
 - Development and maintenance of robust talent pools to address workforce needs.
 - Efficient, compliant recruitment processes that meet the needs of schools.
 - Full compliance with KCSiE and Safer Recruitment requirements and safeguarding standards.
 - Comprehensive and accurate reporting on key HR metrics and statutory requirements.
 - Seamless onboarding and induction processes for new employees.
 - Exit interview process that is consistent, meaningful and informs change.
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Person Specification

Qualifications and Experience

- Educated to degree standard or comparable work experience.
- CIPD Level 7 (minimum) or equivalent qualification/experience.
- Proven experience in operational HR leadership, preferably within an educational or public sector setting.
- Strong experience with HR systems, ideally iTrent, and proficiency in data reporting.
- Demonstrable knowledge of employment law, safeguarding, and compliance requirements.
- Experienced in delivering process improvement ideally in a complex multi-site context.
- Track record of creating and leading high performing teams.

Skills and Competencies

- Strong leadership and team management skills, with the ability to inspire and motivate others to achieve high standards.
- Well-developed advanced excel skills with an eye for detail and ability to analyse, interpret and present complex data.
- Excellent communication and interpersonal skills to build relationships with diverse stakeholders.
- High attention to detail and strong organisational skills.
- High expectations of self and others with an optimistic approach to continuous improvement.
- Analytical mindset with the ability to interpret complex data and produce actionable insights.
- Resilient and adaptable, able to manage competing priorities in a fast-paced environment.
- Reflective, curious and driven to continuously improve self and others.
- Creative thinking who can translate the bigger picture into practice and impact.

Desirable Attributes

- Experience managing HR operations across multiple sites or organisations.
- Familiarity with education sector HR practices, policies and pay structures.
- Knowledge of teacher and support staff terms and conditions.
- Understanding of candidate attraction techniques and approaches in an education context.
- Strong project management skills and a track record of identifying, driving and implementing process improvements.

This job description outlines the main responsibilities of the role and is not exhaustive. Duties may be subject to change in line with organisational needs.