



Job Description

Title of Post	Head of People Operations
Grade	PO5, SCP 41-43 £52,413-£54,495
Accountable to	Director of People
Responsible for	People Partner – currently outsourced, to bring in-house 2027 People Officer – to be appointed September 2026 Professional leadership of all HR Administrators and School Business Managers across all schools in the Trust

Main Purpose

- Responsible for the delivery of an outstanding, pro-active and comprehensive HR service to all our schools within the Trust by identifying opportunities for continuous improvement through service re-design and engaging with new systems and technology.
- Lead on employee relations across the Trust, reviewing and developing policy and procedure to ensure best practice standards are met and are legally compliant and are in line with educational policy.
- Collaborate as a strategic partner with our Headteachers and School Business Managers to recommend HR solutions in support of strategic decisions.
- Shape and drive key People initiatives that enhance employee experience, strengthen organisational culture, and support the Trust's strategic objectives, ensuring consistent implementation across all schools.

Duties and Responsibilities

- Oversee the HR Team to provide high quality, best practice, advice and support to our leaders on a broad range of employee relations matters, including, but not limited to; sickness absence, capability, redundancy, discipline and grievance, together with attendance at meetings where appropriate.
- Respond to all our school leaders in a timely, accurate and professional manner. Coach our leaders to develop capabilities to manage the application of Trust policies and procedures.
- Ensure that relevant legislative and educational employment knowledge is kept up to date, advising on the interpretation and implementation of changes and taking the lead to ensure that all policies and procedures are legally compliant and align with best practice.
- Working closely with the Director of HR, lead on high-impact People projects, influencing positive change across the Trust and ensuring initiatives are effectively communicated, embraced and embedded within all schools in line with our People Strategy.
- Lead on the development and consistent delivery of our employee lifecycle processes and procedures across the Trust; ensuring our HR SharePoint is kept up to date.
- Drive the continuous improvement of HR workflows and data visibility, maximising the value of the HR system and ensuring accurate, accessible, and actionable HR information, working in partnership with our Data and Information Lead.

- Oversee the HR team to design and deliver training and development in HR policy and procedure, to support schools to have the capability and capacity to manage HR issues effectively at school level.
- Responsible for the continuous development of the onboarding process in line with safer recruitment practices, ensuring schools are implementing and delivering a comprehensive recruitment and appointment process, induction, probation and training programme.
- Lead on change management programmes, including TUPE transfers and the management of reorganisations, in line with workforce planning, under the direction of the HR Director.
- To lead the proactive management and reduction of absence across the Trust through effective monitoring, analysis, intervention and support.
- Work collaboratively with JCNC trade unions to ensure productive and proactive dialogue to facilitate change, resolve conflict and promote a positive working environment.
- Effectively gather and report on HR metrics, when required, to underpin best practice and effective people management and planning.
- Oversee all HR record keeping to ensure it is accurate and compliant across the whole Trust, with a specific focus on safer recruitment records.
- Provide advice to schools on pay and conditions of service and any contractual and job description changes.
- Work alongside the Trust's Communications and Marketing Manager to develop our staff benefits, professional development and welfare areas on the Trust website and SharePoint.
- Support the on-boarding of new schools when they join the Trust.
- Coordinate the Employee Wellbeing Group; meeting half-termly with all school wellbeing representatives to promote and embed wellbeing practices across the schools.
- Promote and implement the Trust's Workforce Equality Policy, embracing diversity and inclusion in all aspects of HR practice.
- Represent the Trust and develop and maintain strong and professional working/networking relationships with all relevant external organisations.
- Visit Trust schools on a regular basis, to build and maintain working relationships and to continue to provide an outstanding HR service.
- To have a dotted line to all HR Administrators and School Business Managers across all our schools in the Trust to ensure compliance and effective implementation of our full HR service.

Professional Development

- Keep abreast of HR best practice, legislative changes and new developments to continuously develop and improve knowledge and skills and broaden understanding.
- Help keep knowledge and understanding relevant and up to date by reflecting on your own practice, liaising with Trust leaders, and identifying relevant professional development to improve personal effectiveness.
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust.

Other Responsibilities

- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and comply with all school policies and procedures.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos and aims of the Trust.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings, training and learning activities as required.

The postholder may be required to carry out any other duties that are commensurate with the post. Whilst every effort is made to explain the main duties and responsibilities of the post each individual task undertaken may not be identified.

This job description is subject to review by the line manager in negotiation with the post holder at any time. However, a review of this job description and allocation of responsibilities will take place annually.