

Person Specification

Head of People Operations

	Essential	Desirable
Qualifications and Training	• CIPD qualified to Level 5 or equivalent substantial HR management experience • Evidence of continuing professional development in HR and employment law	• CIPD qualified to Level 7 • Safer recruitment training
Experience	• Significant generalist HR experience at HR Manager level or above • Managing a broad range of complex employee relations casework, including sickness absence, capability, discipline, grievance and redundancy • Advising, coaching and influencing managers and senior leaders on the application of HR policy and procedure • Developing and reviewing HR policies and procedures in line with employment legislation and best practice • Leading or supporting change management programmes, including restructures and/or TUPE transfers • Designing and delivering HR training to managers • Leading Trust/organisation-wide People projects from design through to implementation • Working constructively with recognised trade unions	• HR experience within a school, multi-academy trust or wider education setting • Improving HR systems, workflows and management information • Line managing and developing HR staff • Providing professional leadership across a dispersed team
Knowledge and Skills	• Up-to-date working knowledge of employment law and its practical application, including the Equality Act 2010, the Employment Rights Act (including the 2025 reforms) and ACAS Code • Excellent written and verbal communication skills, with the ability to convey complex information clearly and sensitively • Strong relationship-building skills and personal credibility with leaders at all levels • Ability to gather, analyse and report on HR data and metrics to inform decision-making	• Knowledge of education sector pay and conditions frameworks (STPCD, Burgundy Book, Green Book) • Knowledge of Keeping Children Safe in Education (KCSIE), safer recruitment and the single central record • Awareness of Teachers' Pensions and the Local Government Pension Scheme

	Essential	Desirable
	• Confident user of HR information systems and Microsoft 365 (Word, Excel, SharePoint) • Well organised, able to manage a demanding and varied workload with competing priorities	
Personal Qualities	• Proactive, solutions-focused and committed to delivering an outstanding HR service • Visionary and ambitious in approach, bringing fresh ideas and insights that drive continuous improvement • Meticulous attention to detail and a commitment to accuracy • High levels of integrity, discretion and confidentiality • Collaborative team player who works well with colleagues across a dispersed organisation • Resilient and calm under pressure, with sound professional judgement • Committed to equality, diversity and inclusion and to the safeguarding of children	
Special Conditions	• Sufficiently fluent in spoken English to ensure effective performance in the role • Willingness to undertake an enhanced Disclosure and Barring Service (DBS) check • Ability to travel to schools across the Trust on a regular basis	