

# JOB DESCRIPTION

<b>Job Title</b>	<b>Head of People Operations</b>		
<b>Reporting to</b>	<b>Executive Director, People Services</b>		
<b>Department</b>	<b>People Team</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>5</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The People Team are a trusted partner who work with our community to develop and empower our people, our greatest strength.

We work collaboratively and produce targeted people solutions that enable the delivery of the School strategy.

The People Team provides a range of services and comprises of: Business Partnering, Talent & Employee Experience (Talent Acquisition, Talent Management, Diversity & Inclusion, and Employee Experience), People Services (People Operations, Reward, People Systems and Data, and Payroll), and Organisational Design.

## Job Purpose

To play a pivotal role in shaping a positive, inclusive, and legally compliant environment that aligns with the School's vision and strategic goals. This role oversees employee relations casework, policy development, employee contract management, and team growth while fostering collaboration with stakeholders and ensuring operational efficiency. By mentoring team members, empowering managers, and delivering actionable insights, this role enhances the employee experience and promotes a culture of excellence, equity, and engagement.

## Key Areas of Responsibility

### Employee Relations Case Management

- Oversee the successful delivery of employee relations casework, ensuring alignment with the Employee Relations Framework.
- Foster meaningful collaboration with key stakeholders to achieve equitable and timely outcomes.
- Ensure all case management files are accurately documented, up to date, and compliant with legal and School standards, maintain a clear audit trail for all cases.

### Policy Development and Communication

- Develop, maintain, and effectively communicate HR policies, guidelines, and FAQs.
- Ensure all materials are legally compliant, consistent, fair, accessible, and reflective of the School's culture and tone of voice.

### Risk Management

- Identify and mitigate risks related to employee relations and compliance, ensuring the School is prepared to handle complex workplace challenges.
- Maintain a proactive approach to identifying potential legal or reputational risks, providing recommendations for mitigation.

### Manager Development and Support

- Partner with People Advisors and Strategic People Partners to build managerial capability across the School.
- Enhance knowledge and application of ER policies, processes, and best practices through tailored training and resources.

### Process Improvement

- Drive improvement in People Operations processes to enhance operational efficiency and employee experience.
- Implement solutions that streamline workflows and provide automation where possible, while maintaining high service standards.

### Employment Contracts

- Oversee the review and maintenance of employee contracts, ensuring all terms are accurate, legally compliant, and aligned with School policies.

### Team Leadership and Development

- Provide leadership, mentoring, and professional development opportunities for the People Operations team.
- Ensure continuous growth in knowledge, skill sets, and service delivery across the team.

### Helpdesk Management

- Oversee the People queries helpdesk, ensuring thoughtful and efficient first-line support within agreed service-level agreements.

### Data Accuracy, integration, and Insights

- Ensure the accuracy and integrity of data across all People Operations activities, maintaining high standards of record-keeping and reporting.
- Regularly audit employee relations and People Operations data to identify inconsistencies or areas for improvement, implementing corrective actions as needed.
- Collaborate with the People Systems and Data team to incorporate ER case data and exit data into broader People dashboards.
- Deliver actionable insights to leadership to inform strategic decision-making.

### Employee Lifecycle Coordination

- Work closely with the broader People Team to ensure seamless delivery of the employee lifecycle, from onboarding to offboarding, in alignment with team and School goals.

### Change Management

- Support change initiatives by providing expertise in employee relations, working with the OD team to develop communication and training plans to help employees and managers navigate transitions effectively.

### Stakeholder Engagement

- Act as a key liaison between People Operations and other teams to ensure alignment with broader HR goals.
- Facilitate regular updates and communications with the People Leadership team regarding employment law and employee relations trends and outcomes.

### Payroll Collaboration

- Work closely with the Payroll team to ensure accurate and timely processing of the School's payrolls.

### Supplier Management

- Oversee relationships with key suppliers, including those providing Right to Work verification and Occupational Health services, ensuring they deliver high-quality, compliant, and timely support.
- Monitor supplier performance against agreed service-level agreements and address any issues to maintain operational excellence.

### KPIs and Metrics

- Define and monitor key performance indicators for employee relations and People operations.
- Use metrics and analytics to evaluate the effectiveness of policies, processes, and initiatives, driving data-informed decision-making.

## **Knowledge/Qualifications/Skills/Experience required**

- CIPD or equivalent professional qualification.
- Proven experience in an operational People role within a complex organization, demonstrating strategic and tactical expertise.
- Demonstrated ability to proactively develop and maintain strong, collaborative relationships with a wide range of stakeholders.

- Skilled in mentoring, coaching, and developing team members to achieve their full potential, fostering a culture of continuous learning and high performance.
- Significant experience managing complex employee relations cases, including preparation for employment tribunals, ensuring outcomes align with best practices and legal compliance.
- Advanced ability to interpret and apply employment law in complex workplace situations, offering sound advice to mitigate risk.
- Excellent verbal and written communication skills, with the ability to convey complex information clearly and effectively to diverse audiences.
- Proven experience in delivering high-quality services, underpinned by a strong commitment to exceptional customer service.
- Strong project coordination and organizational skills, with the ability to manage competing priorities, meet deadlines, and maintain focus in a dynamic environment.

<b>Date Updated</b>	<b>January 2025</b>
<b>Team</b>	<b>6 (3 direct reports)</b>