

JOB DESCRIPTION

Job Title	People Operations Manager		
Reports to	Associate Director, People Services & Improvement		
Department	People Team		
Job Family	Business Services	Level	4

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 vision is to shape a collaborative and diverse community, where talented people grow and realise their potential and deliver our School's vision with pride.

Our Mission: is to partner with the School to optimize our LBS culture, the way we organise ourselves and our employee experience; so we can attract, select, inspire and develop talented people and teams delivering world-class performance.

The People Team provides a comprehensive range of People Services to professional services departments and comprises four main areas:

- Business Partnering
- Talent; including Talent Acquisition , Talent Management, Talent Development, Engagement & Wellbeing
- Inclusion, Diversity and Belonging and
- People Services; including Payroll, Systems & Data; Reward, pensions, benefits and pay, and Employee Relations, Policy & Operations.

The People team works closely with Heads of Departments and their people managers, supporting them to deliver their business goals through enabling and empowering their people.

Job Purpose

The role of the People Operations Manager has three main areas of focus:

- **Employee Relations** -including translating policy into guidelines and process, template development and employee & manager comms, manager signposting and support, individual case management, management of case tracker & reporting , occupational health referrals and complex query management and resolution, note-taking as required.
- **People Operations** – Operational Management of the People Operations team and associated processes, including overall management of casual contracting, new starter documentation,, spot checking contracts, signing off payroll, immigration management - including visa sponsorships and RTW checks, ensuring visa/FTC/ probation/references etc are carried out and dealing with any escalated issues (contractual, policy, family leave, visas etc), managing leaver and exit interview process and data management of leavers, annual leave report distribution and some policy comms.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the People Operations function, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of People Services plans operational plans, manage People Ops plans and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Service Delivery

- Liaise with key stakeholders to understand service delivery needs and lead your team to deliver to PSLs as agreed by Associate Director and other key leaders and stakeholders.
- **Employee Relations**
- Make edits to existing ER-related policies, guidelines, processes and template letters-ensuring legally correct, accurate and appropriate tone of voice for LBS culture. Make links to related processes and plan and draft communication of policies and policy changes.
- Ensure all issues relating to the Centre of Excellence for ER helpdesk are tracked, managed to resolution or escalated as appropriate.

- Ensure any policy/process issues identified via the trend data is tracked and the progress of such is seen through to resolution in line with best practice guidelines, the implications of new legislation and policy sign off procedures.
- Manage the delivery resource allocation of activities within People Operations, any requests for ER notetaking support. Personally note-take as required – e.g. if there are capacity issues in the team or at meetings where managers may need both note-taking support and ER guidance.
- Act as the POC for any case escalations and red flags/risk categories and manage any changes to the categorisation of these in response to feedback from the SPPs and the business need.
- Ensure internal Case Management tracker is updated so that data is up to date and accurate.
- Act as an ambassador for the Centre of Excellence for ER, signpost managers and work with Associate Director on roll out of new initiatives and enhancing manager knowledge and capability e.g. delivery of some workshops for new managers on topics as required
- Conduct some Investigations on some complex cases in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to School policies, ACAS code of practice and legal advice
- Manage the Settlement Agreement Process, ensuring document management, authorisations and leaver processes are completed

People Operations

- HR enquiries – resolve escalated more complex queries and offer support, guidance and signposting to managers on ER and HR Ops issues. Manage HR enquiries inbox in absence of Senior Coordinator and support with ensuring fair distribution of work across the team.
- Overall management of contracting with casual employees. Working with SPPs and business leaders to understand resource need and timing, ensuring t&cs and all new starter paperwork and induction content is correct, up to date, legally compliant and that the business and coordinators are clear regarding timescales and contracting, right to work checks and onboarding is carried out in a timely, professional and efficient way.
- New starter documentation-Ensuring all new starter documentation is up to date and accurate for People Coordinators and that correct contract is selected and issued, spot checking contracts and contract amendments
- Payroll-signing off/approving payroll and working with payroll colleagues to identify ways to improve process and make more efficient
- Immigration management-ensure robust up to date process is in place for visa sponsorship processing and Right to Work checks, ensuring all employees have legal right to work in the UK checked and documented before they start work.
- Visa/FTC/ probation/references/DBS checks etc-ensure these are all carried out in a first-class service. timely manner by the coordinators and deal with any escalated issues
- Create, document and manage leaver and exit interview process, creating guidelines, process, updating FAQs, liaising with payroll, systems and IT re management of systems access for leavers, ensuring all managers and relevant team members are clear on the process. Ensure exit data is appropriately captured, analysed, shared and acted upon
- Manage annual leave report distribution and policy comms to managers and staff regarding annual leave usage, carry over, purchasing additional etc

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues. , Ensure data for which you and your team are responsible is up to date and consistent. Work with Data and Reporting Analyst to spot and analyse trends so that recommendations can be made. Share People Ops data and trends with SPPs and other relevant stakeholders from across the School as required.
- Extract data from multiple sources, check its integrity and produce reports for to use by management.
- Collaborate with Systems and Data team to integrate ER case data and exit interview data in to broader People Team dashboard. Manage the monthly ER MI data process for the business, by collating and auditing the data to ensure accuracy and timeliness

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures, and support monitoring, to ensure compliance on People matters across the School.

Collaboration

- Partner, and build strong relationships with relevant CoEs and SPPs to ensure good understanding of their goals and that advice/service delivered meets and exceeds their needs.

Project Management

- Act as an expert resource or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support the Associate Director of People Services and Improvement in developing and improving policies, processes and systems relevant to People Operations.

People Management

- Lead, manage, coach and motivate the People Operations team to high performing competence within role and ensure the team works collaboratively together, across the department and with our stakeholders to competently deliver effective and efficient services.
- Define expectations and set goals for the team, interprets statistics to identify performance patterns, provide regular performance feedback, offers suitable rewards and recognition.
- Ensure individual development plans are in place to deliver a talent pipeline to other areas of the department
- Align with School people leadership accountabilities and LBS Behaviours

Absence Management & Occupational Health

- Absence - proactively manage the Absence process through ensuring managers and employees understand how to record absence, ensure accurate recording and reporting. Support Managers and SPPs in dealing with frequent or long term sickness absence or potential disabilities in their areas, ensure all long-term sickness cases are dealt with in a proficient manner by guiding managers through the Occupational Health referral process.
- Own the occupational health referral, consent and document management process and relationship with Occupational Health provider
- Ensure joined up approach with Wellbeing initiatives and guidelines, working closely with colleagues in Talent and Wellbeing teams

Supplier Relationship Management

- Supplier relationship management with the external OH provider to ensure SLA targets are consistently met and that any issues with the service are resolved in a timely and satisfactory manner.
- Track budgets for suppliers, ensuring items which fall outside retainer/standard t&cs and tracked and budgeted for.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken to follow through on new activities or actions brought about change to help support its successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.
- Identify changes to current systems, processes and documentation that will result in greater efficiencies, synergies and improved user experience. Collaborate with and support colleagues to implement these changes.

Additional Tasks:

- Contribute to and lead on People Team projects.
- Ensure the People Team databases are maintained by the People Operations team with accurate data.
- Supervise the People Assistants in undertaking administration and filing of Case Documentation
- Ensure all shared inboxes are managed and covered during periods of absence
- Any other duties as requested by your line manager.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.
- Improved efficiency in People Operations function

Knowledge/Qualifications/Skills/Experience required

- A degree or equivalent experience and commercial acumen.
- CIPD qualified (preferred).
- 5 years of relevant professional experience
- In-depth relevant employment law knowledge of business education/specialist area. and its practical application.
- Previous line management or supervisory experience of both people and processes
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to own area of specialism
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Experience of management of engaging a contingent workforce – desirable
- Experience in effectively managing external suppliers/contractors. – desirable
- A high regard for confidentiality and absolute discretion.
- Solid experience in handling a case load of employee relations including disciplinary, dismissals, grievances, etc.
- Substantial experience in a busy People department with the ability to cope with a busy workload and changing priorities.
- Structured and organised approach to work but ability to flex where needed
- The ability to maximise use of technology.
- The ability to analyse data to identify trends A confident decision maker with intelligent judgement.
- Good influencing/persuasion skills.
- Good planning and project management skills.
- Friendly, positive and professional with a genuine desire to meet and exceed customer expectations.
- Commercial and in tune with business priorities.
- To be a 'thinking performer' with a keen interest in developments in the profession and a willingness to put forward and implement ideas to enable the People department to fulfil its stated aim to build the most engaged workplace where everyone is motivated to be their best.

Resources including team management

Line managing, supporting and coaching people coordinators x 2, and supervision of PA aspects of Senior People Co-Ordinator

Staff	2
Budgets	n/a
Date Updated	8.11.21