

JOB DESCRIPTION

Job Title	HR Operations and Data Manager (Faculty)		
Reports to	Assistant Director (Faculty HR)		
Department	Faculty HR - RFO		
Job Family	Business Services	Level	3

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, staff and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Research and Faculty Office is responsible for providing HR, Research and PhD support to the academic staff of London Business School. The Faculty HR team provides the complete HR function for faculty including:

- HR Guidance and support to Subject Areas
- Recruitment, onboarding, inclusion and diversity and compliance
- HR operations and professional development activity
- Salary and performance reviews

- Management of HR systems including I Trent people management system, recruitment, promotion and tenure systems, HESA and teaching point administration
- Overseeing the smooth-running of academic staff committees such as Appointments Committee and Faculty Board

Job Purpose

As a member of the Faculty HR team, the HR Operations and Data Manager will help to provide a seamless service to faculty and contribute to the overall function of the Faculty HR team. Main duties will include:

- Providing HR data and systems management including the inputting, managing and reporting of data on various systems
- Advising the team on the management of systems solutions
- Committee management
- Overseeing and advising on immigration requirements for an international faculty base
- Managing performance reviews and other HR reviews/projects
- Onboarding of new faculty and arranging faculty events
- Managing the professional development portfolio for faculty
- Managing the payment of informal teaching and research support staff on the occasional payroll
- Managing teaching and honorary awards process
- Deputising for the Assistant Director (Faculty HR) when required
- Other tasks as requested by the Director of the Research and Faculty Office

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.

- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision-making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with job-share partner, team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- Coaching team members as needed

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in Faculty operations and data management
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- A team player to work collaboratively across the department
- A degree or equivalent, or substantial relevant experience
- Background in or understanding of HR/professional development
- Excellent IT skills including knowledge of the full functionality of Excel
- Experience of using relevant software to extract and report on and analyse HR data
- Strong communication skills both written and oral
- Organisational skills and ability to manage a varied workload
- Committee experience
- Excellent interpersonal skills that range across all levels within an organisation
- An understanding of academic environments – ideally in a higher education setting