

JOB DESCRIPTION

Job Title	Director of People Operations		
Reports to	Chief People Officer		
Department	People Team		
Job Family	Overarching	Level	6

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:

- Strategic 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 and Benefits, 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, reporting in to the Chief People Officer and collaborating with Strategic People Partners, Talent and Diversity, Inclusion and Belonging teams, leads the development and delivery of cost-effective, easy to access, legally compliant, quality shared People Services to all professional services (non-academic) staff (salaried and casual), ensuring a positive employee and manager experience and supporting the achievement of the People Team's and School strategy and operational objectives.

The role leads the following sub teams within People Services :

- Policy, Employee Relations, legal advisory and HR Operations
- Payroll (for all staff and faculty), HRIS and people data reporting
- Reward – including pensions, benefits, pay and job evaluation

These teams also provide some services and support to the Research and Faculty team who provide HR support for Faculty.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contributes to the School's People Strategy and leads the development and achievement of the People Services strategy and operational plans.
- Develops and agree Key Performance Indicators for the People Services team, driving performance and taking actions to ensure targets, objectives and standards are exceeded or met.
- Participates as a senior leader on PLT (the People Leadership team) and represents the People Team.
- Ensures strategic plan is well communicated throughout department and the School, ensuring high levels of awareness and engagement.

School Performance

- Drives the achievement of the People Services Team's and School-wide targets, initiatives
- Anticipates and identifies strategic, sector and compliance issues and creates plans to address these (policy, system, process)

Departmental Leadership

- Leads the People Services team to achieve strategic, compliance and operational objectives in the areas of reward, pensions, benefits, job evaluation, payroll, data, ER, policy and operations, ensuring effective systems are in place, resources are aligned and appropriately deployed.
- Anticipates and identifies compliance issues and potential business risks and ensures risk management, compliance and governance.
- Develops, agrees and oversees budgets for the People Services team, monitoring outcomes to ensure that resources are appropriately deployed, and work is delivered within budget to agreed services standards.

Partnering and Service Delivery

- Leads the People Services team to provide professional advice and services to management, employees and People team colleagues within agreed timescales – including reward, pensions, benefits and job evaluation advice and provision, payroll processing, ER advice and support, issuing of contracts and any employment change paperwork, operational query management etc.
- Analyses and understand key themes related to People Services and leads the team to identify and deliver improvements to policy, processes and systems
- Ensure delivery of dashboard reports/data to inform Strategic People Partner and Senior Management team decision-making process

Enabling Collaboration

- Acts as project sponsor to initiatives in People Services team and leads on complex, cross department, cross organizational projects, identifying interdependencies and opportunities to join up initiatives for the overall benefit of the School.
- Encourages teams to collaborate across departments, to maximise School performance opportunities.

Specialist Advice

Ensures People Services expertise (reward, pensions, job evaluation, legal, contractual, policy, ER etc.) and guidance is delivered to People Leadership Team, Senior Management Team and other decision-making bodies within the School to support achievement of their strategic /operational and compliance goals.

Change Management

Champions change across the School by acting as a sponsor for change programmes, and by modelling the behaviour expected from all colleagues and gain overall organisational buy-in to the change.

People Management

- Lead, manage, coach and motivate the People Services 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. Defines expectations and sets goals for the team, interprets statistics to identify performance patterns, provides 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

KPIs:

- Development, buy-in and achievement of strategy to support the delivery of London Business School objectives.
- Quality inputs into management decision-making.
- Continual innovation in School-wide /departmental improvements.
- Service excellence performance levels for the department.
- Sound commercial management and demonstrable return on investment for budgets managed.
- Achievement of cross-departmental projects and change initiatives.
- Development and successful deployment of new/enhanced systems, processes and policies that are aligned to strategic objectives.
- Effective risk-management for department/division/School.
- Implementation of School-wide standards, policies and processes.
- Development and achievement of KPIs that promote high-quality service delivery across the department.

Resources including team management

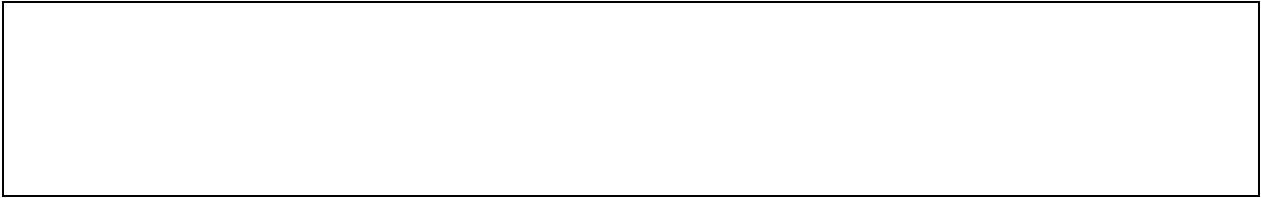
Payroll, Systems & Data Team – 1 direct report and 3 team members

People Services and Continuous Improvement Team – 1 direct report and 4 team members

Compensation & Benefits – 1 direct report and 1 team member

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Fully qualified professional or equivalent experience.
- Experience of managing internal relationships at the most senior levels.
- Strong influencing and stakeholder management skills, able to influence other senior leaders.
- Deep knowledge of the industry and the relevant external environment (legislative, regulatory, best practice standards etc.).
- Experience of leading organisation wide business change programmes.
- Strong commercial acumen.
- Ability to maintain a strong connection between diverse departments.
- Experience of leading delivery within a complex organisation with multiple competing demands.
- Significant people management experience with experience of leading a multi-disciplined workforce.



Staff	11
Budgets	tbc
Date Updated	03.02.22