

## Job Description: HR Operations Manager

**Reports to:** People Governance Lead

**Responsible for:** 3 HR Officers

**Location:** West London – currently operating an agile working policy with two core days (Mon and Weds) in the office

**Contract:** Permanent

**Pattern:** Full Time (standard hours 9am – 5.30pm)

**Salary:** £45,000

### About the role:

We are looking for an HR Operations Manager who has experience of leading a HR services team. The main purpose of this role is to manage 3 HR Officers to ensure an effective HR Service which is pragmatic, solution focused and provides a professional first line support to Ark Central employees.

The HR Operations Manager will work collaboratively with the People Operations teams within Ark Central:

- **Head of People Operations:** building a strong People Operations service and supporting associated projects
- **Ark Central People Business Partner Team:** ensure partnership on initiatives and improvements for process and policy
- **HRIS Manager:** drive forward improvements to processes through the HR systems

This is an exciting opportunity to join the People Operations Team at Ark Central and provide comprehensive and effective administrative support including: payroll, pensions, employee benefits, people systems management, employee lifecycle events and first line support response to employees.

### Key Responsibilities

- Responsible for the day-to-day management of 3 HR Officers
- Assigning weekly performance goals to the HR Officers and assuring they're completed
- Provide on-going training and support for the development of the HR Officers
- Ensure compliance with GDPR and immediately highlighting any breaches or areas of concern to the People Governance Lead
- Ensure the HR Officers accurately enter, and update records held within the HRIS in accordance with GDPR
- Responsible for the employee right to work authorisations and oversight of the company sponsorship license, ensuring regulatory compliance, accuracy, and maintenance of all records
- Preparation of weekly, monthly, annual and ad hoc report requests
- Regularly reviewing administration tasks and giving feedback where necessary
- Responsible for the completeness and accuracy of 1<sup>st</sup> level payroll and pension approvals
- Update and regular review of document process and policy guidelines, reviews of payroll manuals and associated sites such as ArkNet and our Learning Management System
- Payroll, Pension, Reward and HR system management
- Carry out routine system and file audits to ensure all HR data validation and completeness
- Lead reporting for monitoring and audit processes
- Review processes and implement process changes

- Participate in the implementation and support of specific projects, procedures, and guidelines to help align the workforce with the strategic goals of the organisation
- Management of the Ark (Central) Single Central Register (safeguarding checks in line with the Keeping Children Safe in Education regulations)

The role description is not intended to be an exhaustive list of all the duties and responsibilities that may be required. The role holder will be expected to carry out such professional tasks as are commensurate with the duties and responsibilities of the role.

## Person Specification: HR Operations Manager

### Knowledge & Skills

- Proven experience of HR processes and systems
- Strong track record of working in a fast-paced demanding HR function
- Have led a customer experience related service
- Strong customer service and problem-solving skills
- Extensive understanding and application of payroll and pension management
- High attention to detail to improve and develop HR processes and procedures
- Ability to plan, prioritise workload ensuring service and deadlines
- Pro-active and inquisitive nature
- Excel Skills - experience with using data sheets, formula and reporting

### Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).*