

**Job Title:** Director of HR Operations  
**School/Department:** Human Resources  
**Job Family and Level:** Administrative, Professional and Managerial Level 7  
**Hours of Work:** Full-time  
**Location:** Hybrid  
**Reporting to:** Human Resources Director

**Background:**

This is a key leadership role in the HR Senior Leadership Team. Responsible for providing strategic leadership which ensures the delivery of excellent, agile, responsive, and reliable HR operational service which supports the life cycle of an employee and encompasses HR Management and Information Services.

**Core competencies:**

**Strategic Vision and Execution:** Proficient in translating high-level strategies into a team vision and implementing a strategic framework for service delivery.

- Provide strategic leadership for the HR Digital, Systems and Shared Services team covering service areas including Resourcing, Global Mobility and Immigration, Pay and Reward, Employment Shared Services, HR Central Shared Services and HR Management and Information Services
- Lead pay, reward, global mobility, resourcing and HR data management strategies to support the achievement of the University's strategic objectives and associated recruitment targets and KPIs. All strategies must be aligned with, and support, the delivery of the People and Culture Strategic Delivery Plan.
- Conceive, develop and lead our approach to pay and reward, ensuring our approach supports delivery of strategic ambitions and also aligns to the culture we want to create, underpinning our university values.
- Lead the development of a HR data management strategy, ensuring HR data is available to be used to support strategic decision making and for our managers to have the right information about their people, which supports them make better day to day decisions.
- Lead the development of a performance culture in the delivery of all HR operational activity and achievement of HR SLAs.
- Lead the development of a simple and effective internal communication and engagement strategy to ensure there is openness and transparency around our HR decisions.

**Leadership and People Management:** Expertise in managing and developing teams.

- Ensure the HR Operations team meets its objectives and contributes to the HR Department's success, including delivering on the HR Operational Delivery Plan, and is a united, energised and collaborative team.
- Model and deliver leadership behaviours with a particular focus on developing trust, accountability and collaborative working across HR and the University of Nottingham.
- Enable all team members to reach their full potential, developing them, and ensuring they are responsible for the work that will enable them to shine.

**Emotional Intelligence and Negotiation:** High emotional intelligence for managing relationships at all levels, with advanced negotiation skills to resolve complex issues.

- Working with key stakeholders, identify the priorities for HR operations and develop effective plans and initiatives to deliver on the University's people objectives as outlined in the People and Culture Strategic Delivery Plan.
- Proactively engage, and collaborate with, Faculties, Schools, Professional Service Departments and other key stakeholders (e.g. students / unions) to drive our people objectives, ensure we are receptive to feedback, manage expectations and foster excellent working relationships.
- Develop particularly strong links with other teams such as Finance, Estates and Facilities, Research and Innovation Services, the Campaign and Alumni Relations Office as well as the Human Resources teams at the University's overseas campuses in China and Malaysia.

**Financial and Operational Management:** Experienced in managing and controlling budgets, with a strong understanding of financial management procedures and business processes.

- Set and oversee the HR Operations budget ensuring value for money, complete transparency of spend and following the University's financial systems and procedures.
- Ensure our team members manage their budget and financial responsibilities appropriately.
- Ensure the University compliance with statutory obligations including but not limited to HESA, Gender and Ethnicity Pay Gap reporting and UKVI compliance

**Innovation and Problem Solving:** Proven record of developing innovative solutions, strategic planning, and advanced problem-solving abilities.

- Lead the development of new and creative approaches to our use of data and delivery of HR services.
- Lead on the development of our approaches to Global Mobility to ensure they align to the University strategic objectives and position the University as a employer of choice

**Advanced Listening and Influencing:** Exceptional listening skills to understand diverse viewpoints, with an ability to influence decisions and outcomes.

- Lead the development of a coordinated approach to HR operations initiatives and activities across the University.
- Develop key relationships across various stakeholder groups – locally, regionally, nationally and globally – to create a reputation for exceptional HR provision and data insights.
- Direct the positive and appropriate engagement with our trade unions in a continued environment of industrial relations activity.
- Work with our HR team to ensure their voice is heard and amplified within the university.

**Knowledge and Regulatory Compliance:** Deep understanding of the principles, theory, and practice of work field, including a well-developed understanding of relevant regulations and legislation.

- Ensure our HR Operational decisions are legally upstanding, well developed, in line with organisational aspirations, and are innovative in the HR profession.
- Provide advice, guidance and briefings to the University Executive Board and academic colleagues on relevant HR policy nationally and internationally, highlighting the impact of any changes on the University.

### **Skills:**

- Extensive understanding of HR strategy
- Extensive understanding of data management techniques
- Extensive understanding of pay and reward strategy and framework development
- Extensive experience of leading a cross functional team with a wide range of specialisms to successful delivery
- Excellent planning skills and the ability to balance conflicting deadlines and multiple priorities
- Delivery-focused, ensuring that projects are completed successfully, to deadline, reported on and reviewed to improve future performance
- Exceptional ability to communicate and explain complex issues in a clear, concise and persuasive language, both verbally and in writing
- Exceptional ability to influence others and successfully negotiate
- Empathetic and with strong interpersonal skills
- Highly adaptable and flexible with the ability to adjust quickly to new situations and changing priorities
- Ability to deliver heavy workload under sustained pressure
- Proven ability to lead and develop staff and create high performing teams
- Collaborative team player with high levels of integrity and loyalty

### **Experience:**

- Proven senior management and leadership experience in a large, complex environment in a related area
- Successful track record of HR operations strategy development, delivery and execution
- Knowledge of and experience working in the HE sector
- Experience working with government and/or external agencies and organisations
- Experience of leading transformational change involving business process, innovation and organisational change
- Experience of working successfully with trade unions
- Proven delivery of achieving targets and KPIs
- Proven delivery of high levels of customer service
- Efficient budget management experience
- Experience of project sponsorship
- Experienced project sponsorship IT/system implementation