

Job title	Associate Director of HR Operations	Job family and level	Administrative, Professional and Managerial Level 6
School/ Department	Human Resources	Location	King's Meadow Campus

Purpose of role

The Associate Director of HR Operations provides strategic leadership and operational oversight for the HR service delivery functions. Reporting to the Deputy Director HR Operations, the postholder is responsible for ensuring efficient, compliant and high-quality HR operations, with a focus on service, delivery, digital innovation and the continuous optimisation of UniCore (Oracle Fusion).

The role will lead the Shared Services, Flexible Staffing, Global Mobility/Immigration and HR UniCore teams through their managers, and manage the Talent Attraction Manager, shaping an integrated HR operations function that delivers excellent service and supports the University's people and strategic goals.

The postholder will act as Product Owner for HR within UniCore (Oracle Fusion), driving the medium- to long-term strategy for digital capability development, embedding a culture of continuous improvement, and aligning HR service delivery to best practice.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Strategic Leadership and Digital Transformation: Expert in shaping long-term strategies, optimising digital systems, and leading complex change initiatives.</p> <ul style="list-style-type: none"> Lead the development of an integrated approach to HR service delivery, operating as a strategic partner with leaders, key stakeholders and HR colleagues to shape, optimise and deliver high-quality, digitally enabled HR operational solutions. Lead the development and implementation of a medium-to-long term strategy for the ongoing digital development of HR services, ensuring alignment with university objectives and best practice service delivery. Act as a Product Owner for HR for UniCore (Oracle Fusion), leading strategic planning, governance and optimisation of the system to enhance digital capability and user experience. Provide expert advice on system capabilities and innovation, representing HR in the University's target operating model discussions. Drive continuous improvement through leveraging technology, automation, and data insights to enhance efficiency, compliance and user satisfaction. Provide strategic leadership and insight for Global Mobility and Talent Attraction, ensuring innovative, compliant and digitally enabled 	30%

	approaches that strengthen the University's ability to attract, retain and develop world-class talent, while fostering a diverse, inclusive and globally engaged community.	
2	<p>Service Delivery and Operational Oversight: Skilled in building high-performing functions that consistently deliver efficient, compliant and customer-focused services.</p> <ul style="list-style-type: none"> ▪ Provide senior leadership for HR operations across Shared Services, Flexible Staffing, Global Mobility & Immigration. ▪ Ensure high-quality legally compliant, customer-focused HR services are delivered consistently and to agreed service levels. ▪ Develop and embed a service excellence culture, with clear performance standards, measures and accountability. ▪ Ensure appropriate controls, audit readiness, and compliance with employment, immigration and data protection legislation. ▪ Act as the accountable lead for HR in ensuring the effective delivery of Oracle upgrades, change and demand management, incident resolution, and optimisation initiatives, including the development of business cases and continuous improvement plans aligned to strategic priorities. Provide advanced leadership in coordinating resources, timelines and cross-functional collaboration to achieve successful outcomes. 	30%
3	<p>People and Team Leadership: Skilled in inspiring, coaching and developing diverse teams to achieve their full potential.</p> <ul style="list-style-type: none"> ▪ Lead, inspire and develop a diverse group of specialist and operational teams, creating a high-performance culture rooted in inclusivity, professionalism and collaboration. ▪ Build team capability in service delivery, digital systems, and customer engagement, ensuring continuous professional development and succession planning. ▪ Foster a culture of high performance, accountability and continuous improvement that embodies the University's values of Inclusivity, Ambition, Openness, Fairness and Respect. ▪ Embed equality, diversity and inclusion across all aspects of team leadership, in line with expectations set by the University. 	20%
4	<p>Stakeholder Engagement and Partnership: Skilled in fostering strong relationships and influencing to achieve shared goals.</p> <ul style="list-style-type: none"> ▪ Work closely with senior leaders, HR colleagues, and key stakeholders to align HR operations, Global Mobility and Talent Attraction to strategic priorities. ▪ Establish effective working relationships with stakeholders and staff networks, ensuring collaborative approaches to policy, service and system developments. ▪ Represent the University externally at sector and professional forums on HR operations, service delivery and digital transformation. 	10%
5	<p>Risk, Compliance and Continuous Improvement: Experienced in managing risk, embedding assurance and driving innovative improvements.</p>	10%

	<ul style="list-style-type: none"> ▪ Ensure robust business continuity and risk management frameworks are in place across Shared Services and Global Mobility & Immigration. ▪ Monitor and report on KPIs, service levels, benefits realisation and digital adoption to inform decision making. ▪ Champion continuous improvement, embedding lessons learned and feedback mechanisms into all aspects of HR service delivery. 	
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Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Proven leadership skills demonstrating your ability to lead, inspire and motivate diverse teams ▪ Comfortable with a fluid working environment, able to take your team with you in response to rapidly changing demands ▪ Ability to build relationships with colleagues at every level, with effective influencing, coaching and interpersonal skills ▪ Culturally sensitive with good emotional intelligence and the resilience to balance competing demands under pressure ▪ Broad HR management skills covering strategic operational, and project management ▪ Proven experience of leading change management projects ▪ Effective communication skills, able to generate concise evaluations and apply critical reasoning ▪ Ability to use and present quantitative and qualitative data in order to assess performance / present data to enable strategic decision making 	<ul style="list-style-type: none"> ▪
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of leading a high performing HR operational team ▪ HR experience in a senior role within a large complex organisation ▪ Extensive experience of applying knowledge of UK employment and immigration law ▪ Track record in supporting organisational change; influencing, building and sustaining 	<ul style="list-style-type: none"> ▪ Experience of working within the UK higher education sector ▪ Experience of working in an organisation with operations both inside and outside the UK ▪ Knowledge of employment implications of managing a globally mobile workforce ▪ Experience of Oracle Fusion ERP Implementations / Systems

	<p>relationships in order to achieve results</p> <ul style="list-style-type: none"> ▪ Experience of managing HR functional budgets and resources ▪ In-depth knowledge of relevant regulations and employment legislation and their implications in an HR environment ▪ Experience of developing and implementing innovative solutions for strategic and operational issues relating to HR ▪ Experience of working in a unionised environment and building effective working relationships with trade unions 	
<p>Qualifications, certification and training (relevant to role)</p>	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent level of experience required at this level 	<ul style="list-style-type: none"> ▪ CIPD Chartered Member ▪ Relevant postgraduate qualification (for example, Masters qualification in Human Resources or employment law)

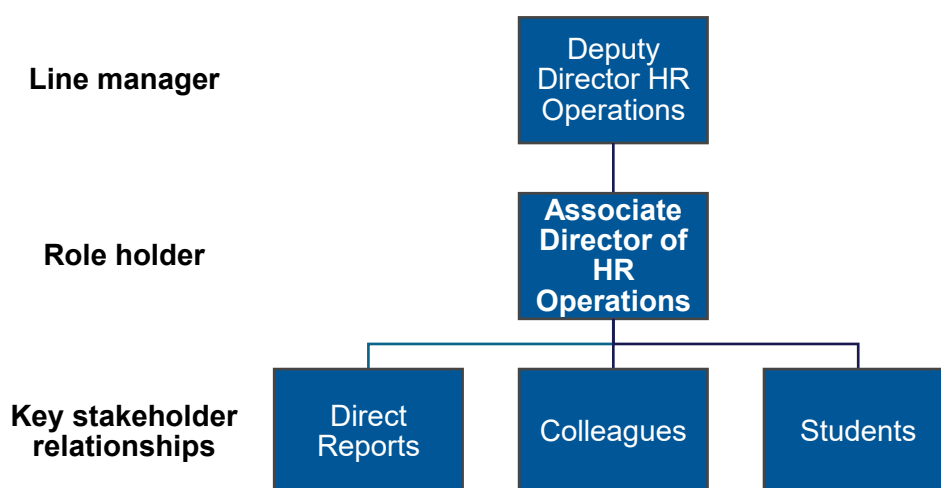


Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people	Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.
Taking ownership	Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.
Forward thinking	Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition
Professional pride	Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.
Always inclusive	Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.

Key relationships with others



Direct reports

