Job title:	**People Operations Team Leader**
Line manager:	**People Operations Manager**
Grade *(if applicable):*	**3SE**
Direct reports:	**People Operations Assistant; People Operations Administrator(s)**

Role purpose:

Aligned to specified business areas the People Operations Team Leader is accountable for the performance management and development of a small team.Leading the day-to-day delivery of service with responsibility for ensuring the team manage and triage all incoming People Operations queries. This will include via email, phone calls, in person and via any future ticketing system, ensuring effective and timely resolution, as well as being the escalation point for Team queries. Using workload metrics and service delivery to provide clear direction, coaching, and support the team while contributing to continuous improvement across our People Operations function.

Provides second line advice and guidance to colleagues and managers as part of the tiered People Operations customer model. Looks for opportunities to enable colleagues and managers to self-serve People related issues and provides individual and group training to colleagues on People processes. This will include managing a case load and providing advice to colleagues.

The People Operations Specialist is the 'interface' between the People Operations Team and the People Relations Team and Strategic Partnering Team. Escalating cases and interventions as appropriate. Supports the People Operations Manager by identifying and delivering upskilling and training opportunities for the People Operations Assistant and Administrator(s).

Working in collaboration with the Payroll Operations Manager and wider payroll team to ensure an efficient end to end service is provided for all pay effecting changes. You will also be accountable for authorising the changes made by your team, ensuring and assuring the accuracy, completeness and timeliness of these. You will ensure your team activity complies with audit, legislation and company policy compliance with people risks (for example DBS, Right to Work and financial controls)

Working in collaboration with other People Operations Team Leaders, you will ensure resources are allocated effectively to react and anticipate business unit activity and people change volumes. You will also support the People Operations Manager to:
- ensure a consistent approach to messaging and leadership.
- implement key priorities, monitor KPIs, and ensure an excellent employee experience across all touchpoints.
- provide a commercially and customer focused People Operations service.

Key results:

- Performance management of the People Operation Assistant and People Operations Administrator(s), setting objectives, coaching and developing to ensure goals are met and a quality customer centric service is delivered
- Supports relevant managers and provides advice on a full range of People matters, to ensure the effective management of colleagues to achieve business needs. Escalate complex concerns to the People Operations Manager and formal cases to the People Relations Team
- Effective monitoring of sickness trends and remedial action in accordance with Peabody's policy and to facilitate a proactive approach to absence management.
- Works collaboratively with the Payroll Operations Manager and payroll team to ensure a high quality, accurate and timely service for pay effecting changes and queries.
- Take responsibility for the implementation of all People policy, ensuring that all People

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queries are dealt with within the timescales set out in the People Operations SLAs.

- Responsible for compliance reporting for People Operations (sub team) and regular reporting of compliance to the People Operations Manager.
- Accountable for ensuring all people systems transactions and all data and documentation is accurate and up to date for all team activities and responsibilities.
- To ensure all quality assurance reports are actioned within your team. Take relevant action to reduce errors.
- To provide professional and consistent generalist HR advice and support to deliver appropriate solutions.
- To coach and support managers and their teams in the application of People policies and practices, supporting managers to take early interventions and to rigorously adhere to policies and processes.
- To manage a caseload of second stage employment queries and request for advice, including creating file notes where applicable.
- To highlight any learning from employment queries or issues and support or facilitate any associated policy, process, or practice changes.
- To build close and trusting relationships with business managers and People colleagues.
- To contribute and take an active role in projects in the People team.
- To ensure the provision of excellent customer service to all stakeholders to maximise customer satisfaction.

Success metrics:

- Highly motivated and engaged team with focus on personal and professional development.
- Control and governance is established and consistently achieves objectives.
- Colleague and manager satisfaction and feedback.
- Delivers a range of pragmatic robust solutions.
- Has a commercial approach.
- Able to plan, prioritise and organise workload to meet deadlines.
- Agreed SLAs for the People Operations area are met or exceeded.
- Has a good reputation for creativity and personal integrity.
- Delivers all written materials with high attention to detail and accuracy.
- Does not allow difficulties to get in the way of quality and final delivery.
- Evidence of equality of opportunity and diversity in employment practices and service delivery.
- Positive feedback from People Operations team and wider People area.

About you:

You will be:

- Able to work proactively and independently, exercising good initiative and judgement.
- Able to work under pressure and meet deadlines and targets, demonstrating a solutions focused, 'can do' attitude.
- Role models positive behaviours and a desire to support others to grow and succeed whilst holding high standards of service delivery.
- Naturally collaborative with a commitment to continuous improvement and solutions.
- Experience of advising managers on a range of human resources issues.
- Good working knowledge of Employment Law and HR best practice.
- Experience of using human resources databases and increasing efficiency by using information technology.
- Able to write letters, reports, manage and interpret data and make recommendations.
- Able to challenge and negotiate with managers without damaging relationships.
- Confident with the latest technology and able to use technology intuitively.
- Able to demonstrate high levels of personal integrity and professionalism, upholding team-wide

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consistency in communication and action.

You will have:

- CIPD level 5 / demonstrable practical experience.
- ILM
- A 'can do' outcome focused attitude and approach, resourceful and works to make things happen taking others along with them.
- A sound understanding of the principles of good HR practice and comprehensive knowledge of employment law.
- A high level of personal integrity, who displays respect and empathy for others and is consistent, open, and honest.
- Proven time management and prioritisation skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Experience of advising managers on a range of human resources issues.
- Experience of using human resources databases and increasing efficiency by using information technology.
- Proven experience in an people/HR operations role, with demonstrable team leadership or mentoring experience.
- Strong organisational skills with the ability to manage competing priorities in a fast-paced environment.
- Confident using HR systems and data to inform decisions, track progress, and drive service improvements.
- Comfortable using ticketing or case management systems to triage and monitor service delivery.
- Excellent interpersonal and communication skills — able to manage up, down, and across.

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