Job Title: HR Operations Manager

Department: Human Resources

Location: Liverpool Street, London

Contract: Full time, permanent

Reporting to: HR Director

Direct reports: 3 x HR Administrators
1 x Freelancer Contract Administrator

Job Purpose

This is a new role within the HR department, with scope to make a significant difference to the way we empower our managers and support our employees via our HR operations service offering.

The key to this role is acting as a supportive manager, leading, motivating and developing the HR Operations team to deliver an efficient and fit for purpose day-to-day operational HR service and related administration.

This is an exciting period of transformation and development within the team and a vital aspect of this role will be to lead and deliver on key project workstreams to improve HR operational processes and systems.

Key Responsibilities

Management

- Lead, develop & motivate the HR Operations team to ensure a high-quality service is delivered, acting as a first escalation point and liaising with business stakeholders to make sure business needs are met
- Develop the knowledge, expertise and confidence of your direct reports through one-to-one coaching, identifying learning and development needs and provision

HR Processes and Procedures

- Review the team’s current processes and working methods, identify gaps and inefficiencies and implement improvements to ensure processes and practices are simple, streamlined, efficient, user-friendly and continuously improving them in close consultation with the wider HR Team and end-users
- Support the implementation and review of operational procedures and processes (e.g. new starter, movers and leaver processes) to ensure ongoing compliance with appropriate legislation and best practice
- Identify opportunities to digitise HR processes and systems where possible, to increase efficiencies and reduce the potential for error
- Contribute to the design and delivery of toolkits to support and guide managers in their people management role
- Ensure that all HR data is accurate and compliant with our GDPR obligations, working with the HR systems and the Payroll team to regularly audit HR data to ensure it is accurate and fit for purpose
• Provide accurate MI to support organisational needs as required by the HR leadership team
• Support the development of appropriate self-service functionality and automation in the HR and other IT systems in line with the People and Digital transformation programme and the HR systems project.
• Ensure BPP’s HR operations function complies with, and meets BPP’s obligations to, all relevant legislation and best practice (GDPR, UKBA, ACAS, Employment Rights Act etc)

Employee Relations
• Act as the first point of escalation for the Operations Team on ER issues
• Provide comprehensive advice on BPP policies, processes and employment-related issues to managers and employees
• Support managers with informal and formal actions in line with policy, working closely with the HR Business Partner team
• In partnership with the HR Director and relevant stakeholders, identify and support the development, implementation and review of best practice policies, procedures and processes to ensure ongoing compliance with employment legislation and best practice

Additional Responsibilities
• Support the HR leadership team with ad hoc project work related to the overall HR agenda for BPP
• Hands-on cover during peaks and absence within the team

Essential requirements for role
• CIPD or equivalent level professional qualification
• Substantial experience as an HR professional at manager level in a fast-paced environment
• People management experience with a track record of managing, motivating and developing a team to improve performance
• Solid employment legislation knowledge and demonstrable experience of using this to deal with complex queries from managers and employees
• An understanding of GDPR and its implications
• Demonstrable experience of continuous improvement and innovation – improving/streamlining a function or process, including initial review, recommendations for action, implementation and review
• Experience of introducing and embedding new ways of working relating to operational processes and procedures, via the means of technological enhancements
• Demonstrable ability to consistently work to a high degree of accuracy and exceptional attention to detail
• Proven organisation and personal time management skills along with the ability to multi-task
• Proven ability to lead and deliver on projects
• Experience of producing MI reports
• Proven ability to take full accountability and ownership for your work
• Proven ability to work on own initiative with minimal supervision
• Proven ability to communicate clearly and in a professional manner, both verbally and in writing.
• Proven ability to build and manage strong working relationships with a wide range of internal and external stakeholders
• Confidence to challenge managers when advising around due process
• Strong working knowledge of Microsoft Office, specifically Word, Excel, Outlook, 365 and Teams
• Strong working knowledge of HR databases – experience of Zellis ResourceLink would be advantageous
• Proven ability to work collaboratively as part of a team; able to share knowledge/advice with colleagues and assist others where appropriate
BPP Professional Education Group
Welcome

"Today, BPP is both a university for the professions and a professional educator. We concentrate on the law, business and health professions and what we look for in people who come to work for BPP is a passion to be different.

We’re already a global company of over 1,500 people, but our ambitious growth targets mean we’re always on the lookout for new talent. If you share our passionate and innovative approach to education, come and join the BPP team, we’d love to welcome you."
The BPP Professional Education Group, founded by Alan Brierley, Richard Price and Charles Prior (the BPP of our name), is a global education provider delivering world-class professional qualifications. The Group delivers undergraduate and postgraduate degree programmes, apprenticeships and professional qualifications across the UK, internationally and through innovative online learning platforms.

When you work with BPP, you will be part of a business that really believes in supporting your personal and professional development. With so many different business areas, we offer a wide range of exciting opportunities within a culture of encouragement, respect and teamwork.
BPP University

BPP University is part of the BPP Professional Education Group. However, BPP University is a distinct legal entity with its own degree-awarding powers approved by the UK Privy Council.

Voted the UK’s Best Higher Education Provider by Education Investor Magazine in 2013, we are the UK’s only university solely dedicated to business and the professions. Our links with leading businesses and organisations allow us to provide a highly regarded professional education. Our programmes are designed in partnership with employers and respected professionals in the fields of law, business, finance and health.

We look for lecturers who share our passion for education and making a real difference in students’ lives.

BPP University Schools

BPP University Law School

BPP University School of Business and Technology

BPP University School of Nursing

BPP University School of Health

BPP University School of Business and Technology programmes have been successfully delivered to leading companies such as Lloyds Banking Group and TUI.

15,000 students currently study with BPP University

BPP University Law School was ranked in the top five universities for quality of teaching in Legal Week’s 2014 annual Law Student Report.
BPP Professional Education

BPP Professional Education is one of Europe’s leading specialist providers of professional education, delivering a range of industry-leading Professional Qualifications, Professional Apprenticeships, Professional Development programmes and Learning Media. We enjoy a trusted adviser status for many of our clients and institutes and offer professionals opportunities to progress through a variety of qualifications in accountancy, tax, insolvency and banking and finance.

Our courses are all supported by BPP Learning Media, which provides a wide range of learning materials for students, colleges and bookshops all over the world.

As one of the world’s leading providers of top quality printed and digital learning resources, BPP Learning Media supports tuition providers, professional bodies and students in over 180 countries.

BPP Learning Media

We also develop curriculum content for BPP qualifications including Accounting, Financial Services, Tourism, Marketing, Law and Insolvency as well as content for Professional Education Bodies from around the world.

Support Functions

- IT
- Finance
- Human Resources and Learning & Development
- Commercial
- Marketing
- Legal and Compliance
- Operations
Training and development
Whether it’s something you want to learn or something we recommend you learn, BPP invests heavily in your career development.

We provide a comprehensive in-house leadership and management training programme and a wide range of personal and professional development opportunities.

You will have free access to all of BPP’s courses – so from gaining an ACCA accountancy qualification to a Graduate Diploma in Law, you can take your career in any direction you like.

Salary
BPP makes sure it gets the basics right with good, competitive salaries. These are reviewed annually.

Holidays
Everyone needs time to relax and rejuvenate. That’s why we provide generous annual leave of 30 days for teaching staff and 25 days for support staff (rising to 30 days after five years and pro-rata for part-time employees).

As part of our annual benefits selection window, you can purchase up to 10 days’ extra holiday each year.

Private Medical Insurance
When you work at BPP, you can apply to be covered for the cost of private medical treatment as an outpatient or inpatient (up to defined limits).

Subject to meeting scheme requirements set by our provider, this begins as soon as you join and we’ll cover the full cost of the premium. You can also choose to buy cover for your spouse, partner or children at corporate rates.

Health Cash Plan
Our Health Cash Plan provides you with reimbursement, up to a set amount, towards everyday healthcare services such as eyesight tests, new glasses, health screening, etc. You can choose to purchase cover from four different levels.

Dental Insurance
Our Dental Insurance reimburses you for all private dentistry treatment. At the end of your probationary period, cover can be purchased for you and your family at corporate rates.

Life Assurance
In the unfortunate event that you pass away while working at BPP, your nominated beneficiaries will receive a lump sum of four times your annual base salary. At the end of your probationary period you can choose to top up this protection.

Income Protection (PHI)
We know that suffering long-term illness is stressful enough. So if you are unable to work for 26 weeks within a 12-month period because of related illness or injury, you’ll be eligible for up to 75% of your annual salary until you are able to return (less £5,312 p.a.)

Employee Assistance
From time to time you may need confidential advice, on anything from legal to personal or financial issues. Our Employee Assistance gives you access to free phone support, 24 hours a day.

Pension
You’ll want to look forward to a well-deserved retirement.

If you are assessed as an “Eligible Job Holder”, you will be automatically enrolled into our Group Personal Pension Plan. A pension contribution will be deducted from your monthly salary via salary sacrifice and you will receive an Employer pension contribution as well as receiving the full benefit of the Employer’s National Insurance contributions of 13.8%. You will be able to increase your contribution, with BPP matching up to 5% either during the Annual Benefits Selection Window or once you have completed your probation period.

Employees who are not assessed as an “Eligible Job Holders” will still be able to join our Group Personal Pension Plan once they have completed their probation or during the Annual Benefits Selection Window.

‘Cycle to work’ scheme
With so many benefits to your health, we offer a cycle to work scheme in conjunction with CycleScheme. This gives you the loan of a bike and commuting equipment for a period of one year, tax-free.

At the end of the Hire Period, you will have the option to either purchase the bike, extend the Hire Period, or return the bike.

Season Ticket Loan
To ease the expense of public transport, our interest-free loan is put into your bank account and we’ll simply deduct monthly repayments.

Credit Union
BPP employees have access to a credit union and can save or repay loans direct from their net pay. The credit union is a not-for-profit co-operative.
Why work at BPP? – Employee benefits

BPP and the community
BPP takes its corporate social responsibility very seriously. With many programmes designed to help our students succeed, we also support the wider community with a range of projects through our Pro Bono Legal Centre – winning Best Contribution by a Team of Students for Streetlaw Homeless in the 2011 Awards.

BPP is supportive of our employees doing voluntary and charity work.

BPP Rewards
BPP Rewards is a company funded scheme that offers genuine discounts and allows you to make significant savings each year on everything from your petrol, groceries, holidays, clothing, and home insurance. BPP Rewards provides exclusive access to discounts and cashback at over 1,500+ retailers, including Marks & Spencer, Sainsbury’s, Debenhams, and Lastminute.com to name a few.

Selecting your benefits
Upon starting with BPP, you will be invited to select your benefits via our online platform on the 1st of the month following your start date. You will need to register on the platform when accessing it for the first time.