

# Head of HR Operations



**OPPORTUNITY**

Where change gets real.



**Reference: 0119-26**

**Grade: 9**

**Salary: £47,389 to 56,535, per annum, depending on experience**

**Contract Type: Permanent**

**Basis: Full Time**

## Job description

### Job Purpose:

Our people are an integral and essential part of the Aston 2030 strategy. Our key people-related aims include being the Best Place to Work and attracting and retaining the most talented and dedicated individuals to achieve their full potential while at Aston. Our Human Resources and Organisational Development (HR/OD) Function play a key role in supporting the development and implementation of our People Strategy which enables the delivery of the Aston 2030 Strategy.

This integral role will oversee HR Operations ensuring we evolve as the sector, organisation and function grows and develops in line with enabling strategies, delivering a service in line with best practice and excellent customer support across the University. As the Head of HR Operations, you will be responsible for leading and driving the function ensuring efficient and effective employee management and compliance across Aston.

The role is responsible for ensuring effective process and administration for recruitment and talent acquisition, immigration and compliance and HR operational activity and has 3 direct reports. You will work closely with the HR Systems Team, HR Policy and Partnering, Reward and Benefits lead, as well as Organisational Development and Employee Experience. All our HR /OD leadership roles are responsible for ongoing continuous improvement and ensuring we are ready for future HR challenges and changes.

### Main Duties/Responsibilities

#### Strategy & Governance:

- ▶ Support the operationalisation of Aston's 2030 Strategy and linked People Strategy.
- ▶ Ensure HR Operations is aligned with legislation, regulatory requirements and organisational governance.
- ▶ Identify, manage and mitigate risks across in respect of organisational compliance and data processes.

#### HR Projects & Cross-Functional Initiatives:

- ▶ Lead and support HR-wide projects, operational enhancements and strategic initiatives.
- ▶ Work collaboratively across HR/OD/EDI functions to deliver organisational goals.
- ▶ Ensure that processes and procedures are effective and efficient and utilise AI and machine learning appropriately.

#### HR Operations Continuous Improvement:

- ▶ Lead continuous enhancement of operational practices and processes in respect of recruitment and talent acquisition, immigration and compliance and HR operations as well as contribute as a member of the HR Leadership Team to transformation of the wider HR/OD/EDI function.
- ▶ Be forward thinking to drive service optimisation, process improvements and implementation of effective solutions in collaboration with key stakeholders, using customer insight.
- ▶ Optimise functionality of systems and processes, increase process automation, and drive adoption of employee and manager self-service to enhance efficiency, accuracy and user experience.
- ▶ Provide clear leadership and management to drive adoption of best practice and continuous improvement methodologies.

## **Metrics, Data & Reporting**

- ▶ Lead, track and analyse recruitment, immigration and HR operations data to drive decision-making and improve performance.
- ▶ Produce regular reports for the CPO, Executive Team and Leadership.
- ▶ Monitor recruitment and immigration costs to ensure financial efficiency.
- ▶ Oversee the development of the HR Operations KPI Dashboards in partnership with HR Systems & Data Analytics Team.

## **Team Leadership:**

- ▶ Lead and develop the Recruitment & Onboarding Manager, HR Operations Manager and Staff Immigration Manager and their teams.
- ▶ Build a high-performance, collaborative and customer-focused team culture.
- ▶ Ensure appropriate workforce planning, succession planning and capability development within HR Operations.
- ▶ Provide inspirational and effective leadership embracing diversity and inclusion
- ▶ Work closely with the team and the wider HR OD team to ensure Aston is a Great Place to work, where all team members are engaged and able to be their best selves.

## **Recruitment & Talent Acquisition:**

- ▶ Contribute to the build and promotion of Aston's employer brand and Employee Value Proposition internally and externally.
- ▶ Manage all outsourced recruitment partners, agreements and SLAs.
- ▶ Oversee the implementation of the Talent Acquisition Plan, ensuring an efficient, candidate-centred and data-informed hiring process.
- ▶ Drive recruitment strategies to attract a diverse and high-quality talent pipeline across academic and professional service roles.
- ▶ Oversight for executive and senior academic and professional services recruitment.
- ▶ Ensure full compliance with employment legislation and ensure managers receive training on recruitment best practice.
- ▶ Partner with OD to support internal mobility, succession and talent development.
- ▶ Continuous review of recruitment, onboarding and employment contract processes.

## **Immigration Compliance & Support:**

- ▶ Work closely with the Staff Immigration Manager to ensure timely and compliant staff immigration services across the University.
- ▶ Act as a Level 1 User on the UKVI Sponsorship Management System, where applicable.
- ▶ Oversee compliance for Right to Work, DBS checks and student visa work restrictions.
- ▶ Oversee improvement of non-standard immigration-related processes (visitors, external examiners, volunteers, etc.).
- ▶ Monitor regulatory changes and update processes accordingly.

## **HR Operations:**

- ▶ Oversee the full employee lifecycle including but not limited to employment contract amendments, review of terms and conditions, other compliance processes and payroll inputs (including IR35).
- ▶ Oversee the Organisational Induction Programme and ensure continuous enhancement.
- ▶ Oversee processes for substantive and non-substantive workforce groups.
- ▶ Collaborate with Reward & Benefits on pay awards, offer design and terms and conditions.

- ▶ Ensure effective communication of HR processes and procedures to the University via direct communication and the ADA self-service platform.

### **Additional responsibilities**

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

## Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>▶ CIPD Level 7 qualified and Chartered Member, or equivalent experience.</li> </ul>	Application form and interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>▶ Experience of operationalising strategy.</li> <li>▶ Experience of achieving targets and KPI's linked to strategy through service delivery.</li> <li>▶ Experience of effectively managing a HR team within a large or complex environment.</li> <li>▶ Experience or good understanding of UKVI procedures and responsibilities of key personnel within a sponsoring employer, alongside RTW and DBS procedures.</li> <li>▶ Experience of leading on or good understanding of key academic and non-academic related employment processes.</li> <li>▶ Experience of end-to-end recruitment processes up to Executive level, bulk and specialist roles.</li> <li>▶ Experience of successful human resource management and people development in a large or complex public or private organisation.</li> <li>▶ Experience of building, maintaining and utilising successful relationships inside an organisation as well as working with outsource providers and developing supplier relationships.</li> <li>▶ Experience of service/continuous improvement, including the development/optimisation of</li> </ul>	Application form, interview and assessment.

	Essential	Method of assessment
	systems, practices and processes.	
<b>Aptitude and skills</b>	<ul style="list-style-type: none"> <li>▶ Customer and results focused.</li> <li>▶ Collaborative and problem-solving approach.</li> <li>▶ Commitment to equality, diversity and inclusion.</li> <li>▶ Leadership and influencing skills.</li> <li>▶ Project Management skills.</li> <li>▶ Strong oral, written and presentational communication skills.</li> <li>▶ Demonstrated ability to deliver and improve service to customers.</li> <li>▶ Evidence of continued professional development.</li> <li>▶ Understanding of key Health &amp; Safety regulations and policies as they affect HR.</li> </ul>	Application form, interview and assessment.

	Desirable	Method of assessment
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>▶ Coaching or leadership qualifications.</li> <li>▶ Recruitment qualifications or certification e.g. assessment, sourcing, outsourcing.</li> </ul>	Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>▶ Experience of the application of a job evaluation scheme, such as HERA.</li> <li>▶ Experience of developing, implementing and maintaining reward and benefit systems.</li> </ul>	Application form, interview and assessment.
<b>Aptitude and Skills</b>	<ul style="list-style-type: none"> <li>▶ Experience in coaching senior leaders and key stakeholders.</li> </ul>	Application form and interview

## University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours					
	<b>Innovation</b>	<b>Collaboration</b>	<b>Ambition</b>	<b>Inclusion</b>	<b>Integrity</b>
	We strive for excellence within ourselves and others, providing solutions to new and existing challenges.	We work best when we are collaborative, working together to contribute to the Aston community.	We strive together for improvement and innovation looking ahead to see the bigger picture.	We treat everyone in our community equally and how they would like to be treated.	We are open, honest and fair. We take ownership of the way we work and how we treat each other.

## How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via [recruitment@aston.ac.uk](mailto:recruitment@aston.ac.uk).

## Contact information

### Enquiries about the vacancy:

Name: Mira Gola

Job Title: Deputy Chief People Officer

Email: [m.gola1@aston.ac.uk](mailto:m.gola1@aston.ac.uk)

### Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [recruitment@aston.ac.uk](mailto:recruitment@aston.ac.uk) or 0121 204 4500.

## Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

**Salary scales:** <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

**Benefits:** [Benefits and Rewards | Aston University](#)

**Working in Birmingham:** <https://www2.aston.ac.uk/birmingham>

**Employment of Ex-Offenders:** Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

**Eligibility to work in the UK:** Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/skilled-worker-visa> You can also find further information on our candidate immigration [web page](#).

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see our candidate immigration [web page](#) for further details.

## **Before you start and Right to Work**

### Right to Work Check

All employees must complete a Right to Work check before they commence work at Aston. HR will contact you during the onboarding process to arrange your check.

### Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents that can help you find suitable accommodation. Useful websites for support and guidance

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england> and <https://www.citizensadvice.org.uk/housing/>

You can also use property search websites such as Rightmove or Zoopla.

## **Equal Opportunities**

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment.

Individuals will not be identified by name.

## **Data Protection**

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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