University of East London

Pioneering Futures since 1898

Your *job title:*

People Policy Manager

University of East London

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We're delighted that you're considering joining us on our journey to deliver *Vision 2028*.

Think all employers are the same? Think Again.

At the University of East London, we're not just another employer. We're a careers-first, values-driven institution with a bold mission to tackle inequality and prepare for the future. Together, we're building a truly inclusive and future-ready university, one that empowers our students and communities to make a lasting impact.

With a proud 125-year heritage, we've always looked forward, not back. Through Vision 2028, our 10-year strategic plan, we're investing in cutting-edge learning spaces, digital innovation, and exceptional people like you.

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We are UEL

Our *institution*

The University of East London is a careers-first university. We prepare our students for the jobs of the future and have been doing this proudly for 125 years.

40,000 students represent over 160 different nationalities from across the globe.

1,800+ colleagues who help us realise Vision 2028, our strategic plan.

5 schools changing the face of education to match the ongoing fundamental shift in working cultures.

Our *difference*

1st in London for Student Experience (National Student Survey 2024).

3rd in London for Teaching Satisfaction (Guardian University Guide 2025).

1st in the UK for addressing inequalities and 2nd in the world (the Times Higher Education Global Impact Ranking, 2020).

92% of our research is recognised as world-leading, internationally excellent, or internationally recognised (REF 2021).

Our *transformation*

We're in the midst of an ambitious transformation under our Vision 2028 strategy, evolving from a traditional university into a careers-first, innovation-driven institution. As England's fastest-rising university for career success, we've embedded employability and enterprise at the heart of learning and now rank second in the UK for student entrepreneurship. Our research and enterprise activity now contributes more than £1 billion annually to the UK economy, with graduate-led business survival rates soaring by over 1000% in recent years.

We're redefining how students and staff experience university life by actively evolving, combining social inclusion, innovation, and real-world impact. The role you're applying for will play a key part in shaping the next chapter of that journey.

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Working at the University of East London

At the University of East London, we foster a professional, positive, and inclusive work environment built on shared values of Passion, Inclusion, and Courage. Our culture is collaborative and innovative, empowering staff to think differently, make an impact, and contribute to our ambitious Vision 2028 strategy. We are proud to be one of the most diverse universities in the UK, with a strong commitment to staff wellbeing, flexible working, and creating spaces that encourage creativity and growth.

We offer a comprehensive and competitive benefits package through our unique Total Reward Deal, which goes beyond salary to include progressive policies on annual leave, health and wellbeing, career development, and flexible working. Our goal is to ensure every colleague feels valued, supported, and equipped to succeed.

By joining UEL, you'll be part of a dynamic community that shares success, invests in people, and strives to make a real difference in the lives of our students and the communities we serve.

Our *Values*

Passion

We bring energy, pride, and purpose to everything we do. We care deeply about our work, the people we serve, and the impact we make – and we always strive to be better.

Inclusion

We create an environment where everyone belongs, feels respected, and can contribute fully. Our differences make us better, and fairness guides how we treat one another.

Courage

We act with integrity and confidence, even when it's difficult. We challenge ourselves to improve, embrace change, and do what's right to build a better future.

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Job Description

People Policy Manager

School/Service:	People & Culture.
Grade:	H
Location:	Docklands Campus
Reporting to:	Associate Director - Employee Relations and Policy
Line management for:	N/A
Key internal relationships	P&C Senior Leadership Team, P&C Business Partners, L&D Business Partners, H&W Business Partners, Operations & Systems, Employee Experience, Talent Acquisition, School Deans & Directors Senior Management Teams, Office for Inclusion & Equity, Legal & Compliance Team, Student Services, Information Governance Team, Professional Services Support Hub, Employee Engagement & Communications Lead, Policy Review Group members, outsourced service providers
Key external relationships	Recognised trade unions (UCU, UNISON, Unite), outsourced service providers, UCEA, UHR
Contract type and hours	People & Culture.

BRIEF OVERVIEW OF PEOPLE & CULTURE

The People & Culture directorate (approx. 40 staff) is organised across five distinct core functions, aligned to the delivery of our People Strategy - Talent Acquisition, Employee Experience & Development, Operations, Systems & Services, Employee Relations & Policy and Health, Safety & Wellbeing.

The People & Culture directorate is responsible, in partnership with stakeholders across the organisation, for delivering the University of East London's People strategy, in furtherance of UEL's strategic progress outlined in our Vision 2028 strategy. It is focused on the delivery of customer-centric and operationally excellent services to create an environment where people are attracted to work at UEL, to be supported to develop and grow, and deliver their best work in a high-performing and supportive environment.

BRIEF OVERVIEW OF EMPLOYEE RELATIONS & POLICY

The Employee Relations & Policy function is a specialist centre of expertise within People & Culture, bringing together strategic policy development, employee relations, case management, organisational change, manager capability and trade union partnership working.

The team plays an important role in shaping a positive and consistent employee experience through clear, accessible and legally informed policies, alongside expert advice and support on complex people and organisational matters.

JOB PURPOSE

The People Policy Manager is the University's lead authority for People Policy governance, assurance and compliance. The role is responsible for ensuring the University's People Policy Framework remains effective, compliant, operationally embedded and aligned to legislative, regulatory and organisational requirements.

Acting as process owner for policy governance, the postholder will provide assurance on policy compliance, oversee policy lifecycle management, lead the resolution of complex policy interpretation issues and act as the escalation point for policy-related matters across the University.

Utilising digital tools and sector benchmarking to ensure efficient policy development, the primary focus of the role is ensuring policies are fit for purpose, consistently applied, effectively implemented and capable of delivering organisational compliance and good governance outcomes.

The postholder will work closely with the Global HR Manager to support the translation, localisation and implementation of UK People policies across the University's global hubs, ensuring alignment with local regulatory requirements whilst maintaining consistency with UEL's governance framework and strategic objectives.

KEY DUTIES AND RESPONSIBILITIES

People Policy Framework Leadership

- Own and lead the University's People Policy Framework, ensuring all policies, procedures and supporting guidance are reviewed, maintained and updated in line with agreed review cycles, legislative requirements, UEL's strategy, objectives, values and EVP, and best practice.
- Lead preparatory activity to support the assimilation of the Employment Rights Act 2025 into the People Policy Framework, including impact assessment, policy redrafting, consultation planning and phased implementation aligned to the Government’s commencement timetable.
- Lead the Policy Review Group, setting its forward plan and agendas, coordinating stakeholder input and ensuring policies progress efficiently through review, consultation and approval.
- Provide expert advice on HR policy matters, balancing legislative and regulatory requirements with organisational priorities and operational realities.
- Monitor external legislative, regulatory, government policy and sector developments (including through UCEA and UHR), assessing potential impacts on the University and proactively recommending policy, process and governance improvements to mitigate risk and enhance the employee experience.
- Track and evaluate the impact and effectiveness of policy changes, using insight and evidence to inform future developments.
- Provide coaching, specialist advice, guidance and training on the interpretation and application of new and reviewed People policies and procedures, employment law or terms and conditions within P&C and across UEL

Policy Development and Implementation

- Lead the design and review of HR policies, ensuring they are proportionate, clear, accessible, and straightforward for managers and employees to understand and apply.
- Translate complex legal, regulatory and employee relations requirements into practical policies, processes, and guidance.
- Ensure policies are designed with implementation in mind and are fit for purpose for line managers and HR teams.
- Collaborate with relevant stakeholders to co-design policies and develop practical supporting materials, such as manager guides, toolkits, FAQs, templates, and communications.
- Consider the end-to-end employee and manager experience when developing policies, identifying opportunities to simplify processes and remove unnecessary complexity.
- Ensure policies are effectively communicated, implemented, and embedded across UEL.
- Ensure policies are accessible and informed by appropriate equality analysis, undertaking Equality Impact Assessments as part of policy development and review, and identifying and addressing potential equality impacts.

Employee Relations, Trade Union Partnership and Stakeholder Engagement

- Support the Associate Director – Employee Relations & Policy in maintaining effective employee relations and trade union partnerships with the University's recognised trade unions, acting as a key source of support for industrial relations and collective bargaining activity.
- Prepare high-quality briefing papers, consultation documentation, management position statements and negotiation materials to support policy negotiations through the University's joint consultation and negotiating arrangements.
- Support the University in responding to collective consultation requirements associated with policy and organisational change, including planning consultation timelines, preparing statutory and contractual consultation documentation, and ensuring obligations to recognised trade unions and employee representatives are met.
- Maintain accurate records of consultation and negotiation meetings, including action logs, agreements reached and commitments made, and track follow-through on agreed actions.
- Develop constructive working relationships with recognised trade unions and other employee representatives, engaging effectively on policy development and change.
- Understand collective bargaining, consultation and negotiation processes and their implications for HR policy.
- Engage confidently with trade unions and employee representatives, balancing effective partnership working with the ability to articulate and maintain UEL's position and objectives.
- Identify and understand key stakeholders, their needs and perspectives, and tailor engagement accordingly.
- Work collaboratively across HR and with academic and professional services stakeholders to ensure policies reflect operational needs and can be effectively implemented.
- Act as delegated representative on the Joint Staff Consultation Negotiating Committee including provision of information and advice, formulation of briefing papers, reports or oral briefings, as required.

- Collaborate with the Employee Engagement & Communications Lead on campaign building to support the successful roll-out of policies and procedures, promoting the use of new processes, developing appropriate communication strategies and plans to promote awareness. This will include coordinating the contribution of items for the P&C Briefing, the Managers Briefing and the staff handbook.

Policy Governance, Compliance and Assurance

- Act as process owner for People policy and process governance, providing oversight of policy implementation and ensuring policies and processes are applied consistently across the University.
- Resolve escalated policy and process issues and manage complex enquiries arising from internal stakeholders and outsourced service providers, ensuring timely, consistent and well-reasoned outcomes.
- Work with outsourced service providers to ensure their processes, advice and service delivery align with University policy, and that policy changes are reflected in their operating procedures and systems.
- Provide assurance on policy and process compliance, developing monitoring and reporting mechanisms to assess adherence, identify risks and trends, and recommend corrective actions.
- Ensure HR policies remain compliant with relevant employment legislation, regulatory requirements and University governance standards.
- Identify policy risks and provide clear, proportionate advice on appropriate responses.
- Ensure appropriate consultation, approval and governance processes are followed.
- Maintain accurate records of policy development, review schedules, consultation, and implementation.
- Prepare assurance reports and updates for the Associate Director, P&C Senior Leadership Team and University governance committees as required.

Policy Projects and Change

- Manage and deliver policy-related projects and change initiatives, establishing project plans, governance arrangements and consultation approaches proportionate to the scale and risk of the change.
- Assess the operational impacts of policy change, identifying related process and system changes and working with Operations & Systems colleagues and outsourced service providers to ensure these are designed, tested and implemented effectively.
- Develop communication strategies that successfully embed new ways of working, monitoring adoption and evaluating whether the intended business benefits have been realised.
- Undertake any other duties commensurate with the grade and nature of the role, as reasonably required.

The duties and responsibilities outlined provide a general overview of the range of tasks that this role may be required to perform; however, it isn't exhaustive. You may occasionally be asked to take on other duties in line with your grade as we continue to grow and evolve.

We're proud of our diverse and inclusive community, and we ask all colleagues to uphold all UEL policies and regulations. Employees should actively demonstrate our values and contribute to UEL's positive, forward-looking culture.

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PERSONAL SPECIFICATION

The University's core values are **Passion, Inclusion, and Courage**, and they are at the root of everything we do, and everyone in our community is expected to demonstrate them.

At the University of East London, our values of Passion, Inclusion, and Courage guide our actions, from strategic decisions to day-to-day interactions with students and each other. Our values are rooted in our history, heritage, and character, and they help to ensure the University is a rewarding, welcoming, and inspiring place to work.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

Category	Essential Criteria	Desirable Criteria
Education & Qualifications	• CIPD Level 7 HR qualification or equivalent demonstrable experience at a similar level	• Project management qualification or training (e.g. PRINCE2, APM or equivalent).
Experience & Knowledge	• Extensive experience of developing and managing HR policies within a complex organisation • Strong understanding of how to operationalise policies and translate them into practical processes, guidance, and tools. • Experience of monitoring policy effectiveness and compliance, using evidence, reporting and assurance mechanisms to drive continuous improvement and provide assurance to senior leaders and governance committees. • Significant experience of working with recognised trade unions and employee representatives, including consultation, negotiation, governance and approval processes, with the credibility and judgement to influence and challenge constructively when required. • Experience of supporting collective consultation associated with policy or organisational change, with a sound understanding of the related statutory requirements.	• Knowledge of the higher education employment relations landscape, including relevant sector bodies and regulatory developments. • Experience of working within an organisation with multiple employee representative groups and/or formal collective bargaining arrangements. • Experience of using data, employee insight or other evidence to evaluate the effectiveness and impact of HR policies. • Experience of chairing or leading cross-functional working groups or policy review forums. • Experience of working with outsourced HR, payroll or shared service providers, including managing escalations and aligning their processes with policy.

	• Experience of managing policy or HR change projects from planning to implementation, including governance, consultation, operational and system impacts, and communications. • Experience of undertaking Equality Impact Assessments or equivalent equality analysis as part of policy development and review.	
Skills & Abilities	• Demonstrable ability to develop clear, proportionate, and workable HR policies that are easy for managers and employees to understand and use. • A strategic thinker who can understand the wider organisational context and translate business objectives into effective HR policy solutions. • Pragmatic and commercially/operationally focused, with the ability to balance legal and regulatory requirements with what the organisation needs to achieve. • Able to anticipate future policy requirements through effective horizon scanning and assessment of emerging legislation, regulation, and external developments. • Strong research, analytical and problem-solving skills, including the ability to identify emerging legislative, regulatory and external developments and assess their implications for HR policy. • Able to distinguish between essential requirements and unnecessary complexity, maintaining a clear focus on what matters most. • Strong project and workload management skills, with the ability to prioritise competing demands, coordinate multiple workstreams and deliver high-quality outcomes to agreed timescales. • Excellent written communication and drafting skills, including the ability to produce clear, accessible and well-evidenced policy documentation,	• N/A

	briefing papers, consultation materials, reports, guidance, communications and supporting resources to a high standard. • Strong research, analytical and problem-solving skills, including the ability to identify emerging legislative, regulatory and external developments and assess their implications for HR policy. • Excellent stakeholder management skills, including the ability to build effective relationships, co-design solutions and secure engagement while maintaining a focus on organisational objectives. • Strong, up-to-date knowledge of UK employment legislation (including the Employment Rights Act 2025 and its phased implementation) and HR governance requirements, including consultation and approval processes, and the ability to interpret their implications for People policy and organisational practice. • Resilient and able to manage highly complex, contentious, sensitive and emotionally challenging situations, exercising sound judgement in the face of conflict and competing priorities. • Excellent level of English, written and verbal.	
Other Competencies	• Values-led, proactive and collaborative, with the drive and flexibility to deliver successful change while ensuring policies reflect UEL's values, employee experience, EVP and employer brand • Willingness to travel to different meetings, training or conferences as required.	• N/A

FURTHER INFORMATION

UEL is an inclusive equal opportunities employer and is proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

DISCLOSURE AND BARRING SERVICE (DBS)

Some roles at UEL may require a Disclosure and Barring Service (DBS) check under the Rehabilitation of Offenders Act (Exceptions Order) 1975. Where this applies, candidates will be informed during the recruitment process.

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Join us on our *journey*