



WORCESTER COLLEGE
UNIVERSITY OF OXFORD

Job Description & Person Specification

Job Title	HR Operations Manager
Department	Human Resources
Responsible to	HR Director
Responsible for	HR Assistant, HR Apprentice
Grade	7
Date	October 2026

The Human Resources Department

The HR Department at Worcester College provides HR services for academic and professional staff matters whilst ensuring a consistent and efficient approach to people management across the College, supporting line managers and staff with generalist HR advice. The Department contributes to, and supports the delivery of the College's core activities and key strategic ambitions through HR activity throughout the employee life cycle.

The HR Department includes a HR Director, HR Operations Manager, HR Assistant and HR Apprentice.

Job Purpose and Responsibilities

Key responsibilities:

- Overseeing the day-to-day operations of the HR Function, including line managing the Assistant and Apprentice, supporting to prioritise their workload, ensuring that all aspects of the employee life cycle are administered with high attention to detail, in a timely manner and through developing close working relationships with key stakeholders and incorporating the College values in all communications;
- Development and upkeep of the HR Information System and staff records to ensure value for money and automation of processes, storing data in line with the GDPR;
- Process improvement across HR including the development of Service Level Agreements (SLAs), overseeing the HR Helpdesk and the quality and upkeep of Standard Operating Procedures (SOPs), including reporting on this data and providing actions to address any issues;

Staff are requested to work in a way which reduces their environmental impact and uses resources effectively. This includes commitment to the College Environmental Sustainability Policy, and Procurement and Purchasing Policy.

- Working with the HR Director to deliver the People Strategy and associated action plan and Key Performance Indicators (KPIs);
- Development of the employer brand through overseeing recruitment and onboarding (including for academic staff), ensuring feedback is collated and acted upon and regular communications with key stakeholders, as well as inclusion in interview panels;
- Working with the HR team and Finance to ensure the monthly payroll runs accurately, smoothly and efficiently;
- Undertaking training needs analysis with managers and developing training programmes, ensuring value for money and within budget, including delivery of training on HR matters, where required;
- Supporting College managers with Employee Relations through providing accurate policy advice, and supporting formal processes in a timely and supportive manner (e.g., Disciplinary, Grievance, Performance and Attendance Management), escalating, where required, to the HR Director. Maintaining accurate records of all casework.
- Keeping up to date with employment and other legislation and regulations;
- Leading on staff health and safety requirements including working with the HR Assistant to organise annual Health Surveillance and Risk Assessments (and following up, where required).
- Overall responsibility for work experience placements across the College, including liaising with the Designated Safeguarding Lead, where required.
- Supporting the HR Director with employee engagement through surveys and other forms of feedback, and delivery of related action plans.
- Deputising for the HR Director, as required, including attendance at Committees.

This list is not exhaustive. The post holder will also be expected to carry out such duties as befits the grade and responsibilities of the role.

On a personal basis you are expected to:

- a. take responsibility for your personal development and be willing to undertake training to improve your performance and knowledge
- b. provide the highest quality services and work to continually improve standards
- c. comply with the College's Equal Opportunities Policy and treat staff, students, colleagues, and potential employees with dignity and respect at all times
- d. understand your responsibilities under Worcester College's policies and procedures and ensure that you comply with them
- e. perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post

The job description may from time to time be amended by the College and in addition to the duties set out in it you may, from time to time, be required to undertake additional or other duties within your professional capabilities as are necessary to meet the needs of the College

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Person Specification

Candidates will be assessed based on the criteria set out below and should ensure that their application provides evidence of how they meet the criteria. Examples of relevant experience need not be just from work; candidates may wish to give examples from study, voluntary work or skills gained in other areas of their life.

	Area to be assessed:	How Measured:
	ESSENTIAL	
1	Educated to Degree-Level, or equivalent	Application Form
2	CIPD Qualification at Level 5	Application Form
3	Experience of working in a supervisory or management HR role	Application Form
4	Experience of developing an electronic HRIS, including collating, interpreting and presenting data	Application Form / Interview
5	Experience of process improvement and the development of Service Level Agreements (SLAs)	Application Form / Interview
6	Experience of leading on employee relations casework and coaching managers	Application Form
7	Experience of contributing to the development of HR policies	Application Form
8	Experience of ensuring compliance across all areas of the employee life cycle	Application Form / Interview
9	Awareness of Data Protection and GDPR requirements and how they apply to HR	Application Form / Interview
10	Up to date knowledge of employment law and best practice, including ACAS codes of practice, including how to advise others and apply this to recommend improvements	Application Form / Interview
11	Ability to communicate professionally, calmly and accurately both in person and electronically through providing a high level of customer service and attention to detail.	Application Form / Interview
12	Demonstrable ability to prioritise own workload and that of others, and to meet deadlines	Application Form / Interview
13	Strong administrative skills and proficient in the use of Microsoft packages	Application Form / Interview
14	Ability to work independently and as part of a team	Application Form / Interview
15	Willingness to undertake professional development and training	Application Form
16	Commitment to wellbeing and inclusion	Application Form / Interview
	DESIRABLE	
1	CIPD Qualification at Level 7 (or willing to qualify)	Application Form
2	Experience of working in the public or charity sector	Application Form
3	Experience of supporting a payroll function	Application Form
4	Experience of the application and review of accreditation schemes, such as the Disability Confident scheme	Application Form
5	Experience in delivering presentations and/or training	Application Form / Interview

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