

## **Role Profile**

<b>Job Title</b>	Senior People Manager
<b>Reports to:</b>	Head of Talent & People Operations
<b>Team:</b>	People, Operations Directorate

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## **Overall Aim**

This is an exciting role enabling the individual to take direct ownership of delivering high quality people solutions, client service and operational excellence to all levels across the organisation.

The role will provide senior stakeholder interaction, autonomy and room for creativity. The role includes all the core elements of HR including policy creation, employee relations and performance management. It also enables the individual to work closely with the Head of Talent and People Operations and Director of People to create and implement the People Strategy. This is an exciting time to join the team as we have just introduced a new organisational strategy and have a new president.

The Senior People Manager will directly manage the day-to-day operational people needs of the Academy through their own delivery and their direct reports.

The Senior People Manager will act as an internal People consultant to directly deliver a proactive and flexible HR service by providing relevant and appropriate advice and senior level support to leaders and employees, whilst driving best practice and managing risks.

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## **Key Responsibilities and Tasks**

### **People Strategy**

- Work closely with the Head and Director to implement the People Strategy. This will include working closely with the Diversity & Inclusion team, other operations teams and other key stakeholders to embed related activities
- Lead and manage HR Projects from initiation to implementation.
- Proactively manage the Academy people risks through an informed, commercial and pragmatic approach, seeking advice when needed
- Proactively stay up to date with external HR trends and changes and use this knowledge to ensure the Academy stays future focused and innovative in its people practices
- Advocate for and role model the Academy's values
- Co-lead internally facing EDI activities through successful implementation of our actions plans
- Oversee and directly be involved in delivering our wellbeing activities

## **HR Services**

- Responsible for ensuring all appropriate policies, procedures and legal requirements are adhered to, with clear audit trails and maintain all personnel records in accordance with GDPR and Data Protection Act
- Ensure all HR policies and procedures are up to date and comply with employment legislation and good practice
- Provide an advisory service to Line Managers, Leaders and employees on all people related matters including complex and detailed queries
- Support and advise employees and leaders on the Academy's people policies and procedures and develop highly productive business relationships across the organisation
- Responsible for providing management information to the Head, Director of People and Leadership Team on a reactive and proactive basis
- Drive continuous service improvement
- After the People Advisor, be the escalation point for people related queries with oversight of the People Team inbox, escalating complex queries and/or high-risk cases to the Head and Director of People
- Play an active part in a high quality, approachable and credible People Team. This includes a willingness to support broader Academy work as needed
- Lead on the Academy's Visa sponsorship licence activities
- Lead policy review and development to ensure a progressive approach in thinking and practices, using wider knowledge to shape these
- Work with the Head and Director of People to take ownership for the delivery of people elements of organisational and cultural change activities such as restructures including assisting with preparing necessary documentation, keeping records and driving actions
- Lead and take overall ownership for managing employee relations issues in the Academy in a confidential manner, including discipline, grievances, and performance. This will include leading and coaching others in the team, especially the People Advisor, to lead on less complex issues, lead more complex or senior level issues directly and act as the escalated point. This will also involve developing and maintain a close relationship with external legal advisors

## **Recruitment and onboarding**

- Take an active role in supporting recruitment activities where needed including participating in interviews as required
- Take ownership of the corporate and people induction programme and continually seek ways to improve this experience through feedback collection.
- Take overall ownership for onboarding activities including compliance, reference checking, buddy system and probation management.

## **Learning & Development**

- Take responsibility for the Learning and Development (L&D) activities across the Academy to ensure employees have the skills and knowledge they need to deliver the overall strategy.
- Identify capability across the organisation e.g. management development, leadership development and shape what the L&D programme looks like on an ongoing basis which will include developing and overseeing the annual face-to-face and virtual training

calendar being mindful of associated budgets to ensure all development is high-quality, valued aligned and good value

- Deliver presentations and awareness briefings to colleagues on a variety of topics
- Through extensive external and best practice knowledge, identify ways to enhance learning and instil a proactive learning culture
- Have oversight for relationships with external training partners and digital solution providers
- Work with internal teams to ensure a joined-up L&D offering across the Academy

## **Reward and Recognition**

- Take responsibility for the administration of payroll and ensure an accurate monthly payroll is achieved which will be managed through direct reports in partnership with Finance
- Oversee the maintenance of all employee benefits in accordance with policy guidelines. This will include coaching direct reports and forming strong relationships with external stakeholders and suppliers as needed. Working alongside others in the People Team, Finance team and our external providers to ensure all employee benefit administration activities are processed consistently and accurately will also be needed.
- Play a leading role in reviewing our benefits offering to ensure its attractive and commercial
- Support the operational aspects of the annual salary review
- Support employee pay and reward queries, working with the Head as needed
- Support the implementation and maintenance of all processes in connection with the Academy's talent management such as progression taking proactive steps to retain and develop talented employees
- In partnership with the Director of People, ensure the monthly Gratitude Gallery (our recognition board) is well managed
- Manage with the support from others in the team, Open Door, our online anonymous feedback platform
- Support the Head in running the Academy Value Awards (AVA's)

## **HR Administration**

- Personal and overall responsible for HR administration through team members including Cascade. Ensuring all data is accurate and compliant. This will involve regular audits of the data and data updating and cleansing activities
- Taking a leading role in ensuring that internal and external communications from the team are effective and professional, ensuring confidentiality of all written and verbal communication
- Conduct exit interviews and provide insights from the data collected to inform people activities
- In partnership with the Head and Director of People manage Academy surveys and lead on the analysis as required. This will include working with an external partner organisation as needed
- Personally, and through the People Team members, proactively produce and respond to Management Information requests and provide data as required i.e. Leavers, headcount, EDI
- Alongside the People Advisor and People Officers, ensure invoices are accurately processed liaising with the finance team as needed

## **Line Management**

- Directly manage two members, a full time People Advisor and a part-time People Officer both from a work allocation, talent management and coaching perspective
- Have oversight of another full-time People Officer, supporting their Line Manager as needed

## **General**

- Operational and strategic delivery to a high quantity
  - Attention to detail, commercially minded and pragmatic approach in all interactions with team members and stakeholders
  - Willingness to work on any People related activities including project work
  - Participate in all training necessary to facilitate the role efficiently
  - Be commitment to personal development
  - Develop a strong external network
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## **Key Results**

1. Timely and accurate advice and tasks which manages risks, is accurate, commercial and pragmatic
  2. All documents both electronic and manual are up to date and accurate
  3. Progressive and inclusive policies and processes
  4. High quality execution of tasks
  5. Payroll successfully implemented each month in a timely and accurate manner
  6. Excellent customer service feedback
  7. Confidentiality maintained at all times
  8. People documentation consistently up to date, accurate and compliant with current UK employment legislation and best practice recruitment
  9. HR self-service system, Iris Cascade is accurate and remains consistently up to date
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Please also be aware of and follow the Royal Academy of Engineering policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Royal Academy of Engineering reserves the right to amend this role profile as necessary, after consultation with the postholder, to reflect changes in or to the job.

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## Role Experience, Knowledge and Skills Profile

**Job Title** Senior People Manager

	<b>Essential</b>	<b>Desirable</b>
<b>Experience &amp; qualifications</b>	<ul style="list-style-type: none"><li>• Qualified to CIPD level 7</li><li>• Evidenced generalist HR experience, strong track record and solutions focused (both operational and strategic)</li><li>• Experience of policy development</li><li>• Experience of building relationships with employees and leaders at all levels and establishing effective business partnerships within an organisation</li><li>• Evidenced experience of dealing with employee relations cases</li><li>• Experience of involvement in learning and development, arranging training courses with external training providers</li><li>• Experience of people management</li><li>• Experience within a busy, fast paced environment</li><li>• Attention to detail and high quality of written and verbal communication</li><li>• Strong work ethic with the ability to see a task through to completion</li><li>• Track record of successfully working in a People Team in a hybrid environment</li><li>• Experience of working with and meeting deadlines</li></ul>	<ul style="list-style-type: none"><li>• Experience of managing budgets</li><li>• Experience of Iris Cascade</li><li>• Experience of benefits</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Good knowledge of employment law and employee relations</li><li>• Strong knowledge of Microsoft Office including Excel and Teams</li><li>• Knowledge of database management</li><li>• Knowledge of HR systems</li><li>• Good knowledge of GDPR</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of Iris Cascade</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Effective problem-solving skills, demonstrating tenacity in seeking resolution</li><li>• Excellent communication and interpersonal skill</li><li>• Ability to write reports, produce policies and give presentations to different audiences</li><li>• Excellent analytical, organisational and administrative capability</li><li>• A strong team player who demonstrates a willingness to share information and an ability to communicate positively and effectively with colleagues, and Academy contacts at all levels</li></ul>	

<b>Personal style and behaviour</b>	<ul style="list-style-type: none"> <li>• A self-starter who thinks issues through thoroughly before acting</li> <li>• Ensures a sense of urgency to meet deadlines without compromising quality or attention to detail</li> <li>• Willingness to take ownership of duties and responsibilities</li> <li>• Positive attitude</li> <li>• Committed to delivering a high level of customer service, both internally and externally</li> <li>• Flexibility to respond to a range of different work situations</li> <li>• Tenacious in seeing tasks through to completion</li> <li>• Ability to know when you escalate and seek support from others</li> <li>• Calm, confident, articulate and professional approach to work</li> <li>• Personal commitment to the corporate values, vision and objectives of the Academy</li> <li>• Commitment to continuous improvement and personal development</li> </ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• A high degree of confidentiality, trust and reliability</li> <li>• Pragmatism</li> <li>• Empathy and compassion</li> <li>• Commitment to quality, customer service, best practice and best value in all aspects of the Academy's operations</li> <li>• Evidenced commitment to quality and diversity</li> </ul>	