



Affinity
Trust

People Operations Manager Candidate information pack



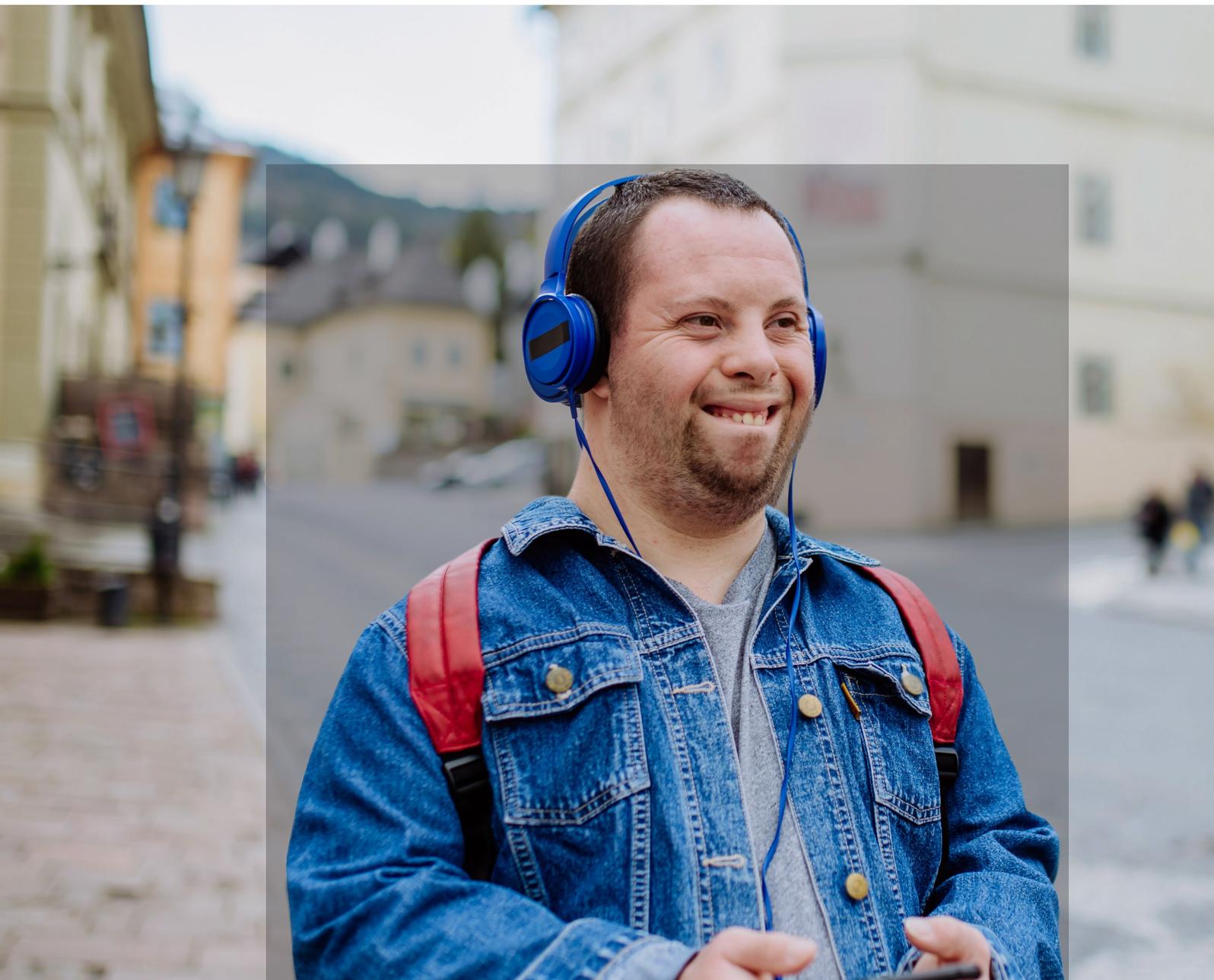
Our history

Affinity Trust is a social care provider and charitable organisation working in England and Scotland.

With more than 30 years of experience, we specialise in supporting people with learning

We now support almost 1,000 people across more than 200 locations and have around 1800 team members.

Our organisation is a registered provider with the Care Quality Commission in England and the



Our purpose and values

Supporting people to **live their life, their way**

Our values are the foundation of our approach and unite us as an organisation to deliver high-quality, person-centred support. We talk about them a lot, and they are critical to providing the very best for the people we support. If you see anyone not living up to our values, we encourage you to challenge them (in a nice way, of course) and help them think and work differently.



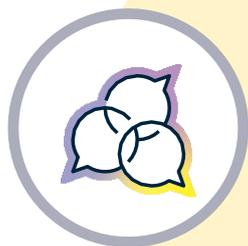
People are at the heart of everything we do.

- ✓ We listen, we learn, we build on strengths.



We give our best.

- ✓ What we do matters.
- ✓ Good days and bad. We take responsibility.



We work together.

- ✓ We are one team and value people's strengths and differences.
- ✓ We are open and trusting with each other.



We have courage.

- ✓ We try new things.
- ✓ We are creative and adaptable.

Job Title: People Operations Manager

Reports to: Director of People

Overview

The People Operations Manager will lead, manage and motivate the HR Administration Team on all things relating to people processes, procedures, ways of working and systems. Through team leadership, excellent stakeholder management, strong relationships and a restless determination to seek excellence and efficiency, the People Operations Manager will provide Colleagues with a clear, smooth, user-friendly process lifecycle and experience.

With the benefit of metrics and feedback, this role will focus on continual improvement and take a longer-term and externally influenced view on people data management, finding new and innovative ways to improve service, excellence and end user experience. At Affinity Trust it's critical to us that we keep people at the heart of everything we do and that we remember, throughout the employment lifecycle, that we have a commitment to be fully inclusive in all we deliver.

Reporting to the Director of People, the People Operations Manager will also play a supporting role across the People Directorate and the broader business. They will provide expertise, best practice and guidance on all people processes, procedures, reporting and data. They will also work collaboratively and proactively with other centres of expertise within Payroll, Finance and Operations to achieve and maintain consistency of approach and the avoidance of duplication. Through proven experience and knowledge, they will be a trusted advisor across the organisation and will inspire a culture of clear accountability, high engagement and outstanding performance.

The People Operations Manager will be accountable for managing and mitigating risk in all areas of people data management, people reporting, compliance, data storage and accessibility whether that be through automated workflows or more manual processes. They will have an enquiring mind, be curious about the art of the possible and will constructively challenge the organisation with the opportunity and benefits of future investment in people, process and system change and improvement.

What you will do

- Focus on the knowledge, skill and development of the HR Administrators. Work alongside them to identify gaps in understanding, expertise, experience and capability and find innovative and engaging ways to address these.
- Support personal development and learning both at individual and team level, provide regular feedback on all work-related issues, set clear goals and objectives and encourage innovation and creativity by empowering Colleagues to be courageous and curious in all that they do.
- Review all existing people processes and procedures to determine where there is opportunity for improvement and greater efficiency and a more streamlined approach to the management of data overall.
- Gain a comprehensive understanding of how our iTrent system works, how it supports our organisation from both a Payroll and HR perspective and where there is opportunity for development and investment to further improve efficiency and user experience.
- Have a strong knowledge of all our other people systems (e.g. benefits rostering and ATS) and how they do or don't integrate with iTrent. Understand how our use of these systems impacts Colleague experience either positively or negatively and work alongside key

stakeholders in the organisation to take a strategic and inclusive approach to the improvement of digital ways working and future digital transformation.

- Be the main point of contact within HR for our broader organisation and regulatory people reporting capability and data requirements. Connecting with other specialists in this area, provide information and guidance on what data end users need. Input into future reporting/dashboard developments where these aren't yet available to our organisation and work alongside the Affinity Trust Change Manager to help build our reporting capability through our Data Store
- Be the business owner on behalf of Affinity Trust for our third-party people system suppliers, most critically but not exclusively iTrent. Escalate issues with service provision, future developments and current performance issues. Develop and maintain strong supplier relationships and hold suppliers to account for agreed delivery and system performance. Work in conjunction with our Procurement Manager and/or Change Manager on all the broader contractual requirements.
- Initiate and lead continual process reviews and mapping to ensure these remain at an optimal level and provide our Colleagues with great user experience and our organisation with the efficiency, clarity and compliance it demands.
- Contribute, and where appropriate, lead on specific projects determined either by the Director of People or by the Executive Team to improve the effectiveness of our People Operations functions and/or to be part of a broader project group delivering a wider, more strategic change across the organisation.
- Feed into, prepare and potentially write papers for the Executive and Board and attend other Directorate Meetings (especially Operations) to represent the People Team and help to resolve and escalate issues around systems, processes and procedures.
- Where appropriate, deputise for the Director of People or other Heads of Department and undertake any other duties across either the People Directorate or the broader organisation as required.

What we need from you

- You will need proven knowledge and experience of working with People and Payroll systems. Ideally this will be iTrent but that won't be a mandatory requirement.
- You must be able to demonstrate your understanding of people systems generally, how they integrate with other systems across an organisation, where and how people data is captured and stored, how workflows and functionality can be developed and how issues are escalated and resolved.
- You must understand how an employee lifecycle works from a people data perspective, what is required to achieve smooth and efficient processes, how and where you can positively optimise user experience.
- You will have proven skills and abilities in stakeholder management and relationship building and you will use these to influence ways of working across the entire organisation.
- You will also be able to support Colleagues and leaders alike in the delivery of all the organisation's goals and strategic ambitions.
- You will have experience of driving continuous improvement, not necessarily within social care, but with an understanding of the

challenges we face in this sector. You will have a strategic mindset, be able to design, develop and implement a full range of innovative solutions to drive excellence across our people processes and systems.

- Conversely you will have a critical eye for detail, fact and process. You will be restless in your pursuit of excellence and efficiency and will not be satisfied to cut corners or produce sub optimal results.
- You will need to be comfortable with, and provide evidence of, being able to manage a very busy workload, working to tight deadlines, and being sufficiently self-motivated to meet objectives on time and within budget without being managed or working under close supervision.
- This role will be based at our Thame Office on a hybrid basis with at least two days a week in the office (to meet the needs of the business and the requirements of the role). You also need to be willing and able to travel across England and Scotland with overnight stays where necessary.
- You will have proven experience in HR and Payroll processes, procedures, systems and line management and you will ideally be qualified to CIPD level 5 or above

Next Steps

Are you ready to join us?

Salary and Benefits

The salary for this role is £48,000 (moving up to £50,000 for particularly well qualified candidates). We also offer a range of great benefits, and this list is still growing

- 31 days annual leave pro-rata (including bank holidays), which we increase the longer you are with us
- Cycle2Work Scheme
- We offer Wagestream - a money management app that gives you access to a percentage of your pay as you earn it
- Blue Light Card - All work and no play is not fun, so enjoy discounts in your favourite shops, restaurants, travel and great days out, provided at no cost to you
- A 24-hour Employee Assistance Programme for you and your family members
- Life Assurance and Pension scheme
- Company-funded health cash plan
- Ability to buy additional holiday

Apply today!

We're transforming how we recruit and lead our people. Are you in? We want to hear from you.

Diversity is something we celebrate and life would be dreary, and change slow, if we all thought the same way.

We're committed to being Disability Confident and we guarantee to interview all applicants with a disability who meet the minimum criteria for the vacancy.

