



# WE NEED YOU

## WE'RE LOOKING FOR

People Operations Manager

**LOCATION:**  
Hertford

**WORKING HOURS:**  
Monday – Friday 37.5 hours per week

**SALARY/DAY RATE:**  
Up to £55,000

**OTHER BENEFITS:**  
Accelerator Bonus, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung/HP Discounts, Company Sick Pay.

**CONTACT TYPE:**  
Permanent

**REPORTING IN TO:**

People Director

**blue square.**

## WE'RE LOOKING FOR A FOCUSED OPERATIONAL EXCELLENCE SPECIALIST

Our People Operations Manager is core to driving our People team ambition to create exceptional experiences throughout our people journey. You'll be responsible for overseeing the delivery of all core People Operations services across BPG, driving operational excellence, keeping people experience at the heart.

## TO MAKE A REAL DIFFERENCE IN THESE AREAS

### PEOPLE OPERATIONS ADMINISTRATION

- Overseeing the delivery of all core People Ops services including employee life cycle management, employee relations case management, the provision of HRMI, management of our People systems & ownership of our policy management framework
- Acting as the main escalation point for any employee queries on people operation processes (service desk management, preboarding, onboarding, probation reviews, in-life activities and offboarding)
- Overseeing the coordination and execution of key people calendar events such as pay reviews and talent mapping, Gender Pay Gap reporting and HR audits

### EMPLOYEE RELATIONS

- Providing a comprehensive and high-quality ER service to the business, advising on HR best practice, and applying expertise, delivering information, advice and guidance surrounding generalist HR matters
- Leading the management of high-risk complex employee relations matters, providing technical guidance, and managing a robust process of risk identification, management, and reporting, ensuring that activity is implemented to minimise risks to the business
- Supporting the execution and coordination of agreed business change programmes e.g., restructures, TUPE, redundancies etc
- Driving the development of people management capability across the business through coaching and guidance, and the creation of more formal learning interventions related to HR policy & process

### SYSTEMS, REPORTING AND COMPLIANCE

- Overseeing the management, development, and overall quality of our people systems, driving continued development of the systems to elevate user-experience & effectiveness, including management of the People systems enhancement roadmap
- Responsibility for the delivery of people and culture data and insights related to key workforce metrics to improve and drive business decision making.
- Management of the policy management framework; overseeing the policy development and implementation process. Proactively identify, plan, and implement process improvements; increasing efficiency and development of people processes and procedures in line with changing business requirements
- Ensuring our people systems and processes are compliant with legal requirements, regulations, and company policies
- Responsibility for the audit and quality process in relation to People Ops delivery including contributions to our ISO accreditation requirements.
-

## Central Support People Operations Manager

- Keep up to date with legal developments and advise management on compliance and risk factors to remain within the legislation and best practice

### REWARD

- Ownership of our reward and benefits structures including ongoing vendor management for existing provisions and the procurement of new solutions
- Responsibility for the implementation of HR initiatives such as the EAP programme and Occupational Health referrals
- Developing and managing the reward aspect of all People policies to ensure they're up to date and in line with appropriate legislation.

### CONTINUOUS IMPROVEMENT

- Accountable for the delivery of operational SLAs, agreeing ongoing success criteria for service delivery and continuous improvement
- Identifying process improvements and solutions, working closely with the wider People team to ensure continuous improvement

### TEAM MANAGEMENT

- Providing clear direction, support, and time for your team – inspiring them, motivating them, and driving their confidence to be the best they can
- Driving the achievement across the People Ops service level KPIs, ensuring team performance measures are achieved or exceeded
- Embedding a culture of knowledge sharing, expertise, and skills development across People function

## OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- A strong working knowledge of employment law
- An HR generalist background, ideally with multi-site or retail experience
- Experience dealing with Employment Relations cases in a fast-paced environment
- Ability to communicate with & influence stakeholders at all levels
- Experience leading, coaching, and managing people.
- Ability to problem solve operational issues through a pragmatic and commercially sound approach

**Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.**

