

Job Description: People Services Manager

Reports to: Head of People Operations

Location: West London (with flexible working available)

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £60,000 to £64,000 (depending on experience)

About the role:

The People Services Manager will lead the delivery of high-quality first-line People services across onboarding, benefits administration, employee changes, and offboarding. You will manage and develop a growing team, currently two People Officers and a temporary role, to provide a responsive, accurate and values-led employee experience. Within this role you will also ensure that People policies and processes are applied consistently, with a strong focus on service standards, compliance, data quality and continuous improvement.

The People Operations team provides a network-wide service covering Ark network teams, Ark and Ark UK Programmes, Ark Start nurseries and 48 schools. Within this wider team you will lead the Service Desk for the Ark network, Ark entities and a defined group of centrally paid employees working in schools.

The People Services Manager will work collaboratively with colleagues across the People Directorate to improve service delivery, strengthen processes and ensure People Operations works effectively with specialist internal stakeholders:

- **Head of People Operations:** build a strong People Operations service as part of the wider team and directorate
- **People Systems and Data Manager:** building a strong relationship to ensure that People systems are utilised fully to improve employee experience, efficiency, and drive improvements in People processes
- **Reward and Governance Lead:** build and maintain a strong relationship that operationalises quality, accuracy and efficiency into processes to support strong people governance
- **Network and HR System Payroll and Pensions Lead:** build and maintain a strong relationship that supports excellent payroll outcomes through accurate and timely HR transactions
- **Ark Network People Business Partnering Team:** ensure that effective partnerships deliver on central initiatives and work collaboratively on process improvement and policy
- **Recruitment and Talent and Ark Learning:** ensure smooth onboarding journeys for successful candidates and that safer recruitment learning and other key areas are professionally managed in practice

This is an exciting opportunity to join the People Operations team at Ark as we roll out our new HR and Payroll system, iTrent, across the Ark network and entities. The People Services Manager will help shape improved ways of working and strengthen the employee experience delivered through People Services.

Key Responsibilities:

- **Lead and develop the People Service Desk** to deliver comprehensive services, including the line management and development of People Officers, currently two plus a temporary position within the team
- **Manage and improve key people processes**, such as onboarding, benefits administration, monthly payroll, pensions, contractual changes, and offboarding of leavers
- **Ensure compliance** by working with the People Governance Lead on employment law, company policies, GDPR and other regulatory requirements, updating procedures and practices as needed taking accountability for compliant processing of employment activity
- **Manage the ticketing system**, developing its use to meet service level agreements, improve employee experience, and identify opportunities for process improvement and automation
- **Collaborate with People leaders** and other departments to align HR services with overall strategy and business goals
- **Utilise HR metrics and data analysis** to inform decision-making, improve HR services and data quality, and manage HR system operations
- **Manage the main People Services point of contact** for employees and managers, ensuring guidance, support and training are clear, timely and consistent
- **Drive initiatives** that contribute to long-term operational excellence, including process reviews and changes
- **Oversee employee right to work processes**, working with colleagues across the People Directorate on our sponsor licence responsibilities and ensuring immigration records and right to work information are accurate and maintained
- **Prepare and manage reports** on a weekly, monthly, annual, and ad-hoc basis, including payroll, pension, and reward management
- **Conduct routine audits** to ensure HR, payroll and other system data are accurate, complete and well maintained
- **Participate in projects** and support the implementation of procedures and guidelines to align the workforce with strategic goals
- **Manage safeguarding checks** in line with regulations, such as the Keeping Children Safe in Education requirements

Success in this role will be measured by the quality, accuracy, and timeliness of People Services delivery, including effective team management, strong service standards, reliable HR and payroll inputs, improved use of systems and consistently positive employee and manager experience.

Person Specification: People Services Manager

Qualifications

- CIPD Level 5 or equivalent experience

Knowledge & Skills

- Proven experience improving HR processes and systems, both directly and through managing others
- Experience managing, coaching, and developing a team in a high-volume service environment, with the ability to set standards, support delivery and build capability
- Strong record of accomplishment of working in a fast-paced demanding HR function
- Relevant current UK employment law knowledge
- Have led/managed a customer experience related service
- Experience of working with an HR ticket management system (desirable)
- Excellent written, and verbal communication skills
- Strong commitment to customer service and utilising problem-solving skills
- Strong understanding and practical application of payroll and pensions processes
- Ability to plan and prioritise workload, ensuring service delivery and deadlines within a complex, high-volume environment
- Strong Excel skills, including experience using spreadsheets, formulas and reporting
- Experience working in a regulated, high-compliance environment, (Education sector HR experience desirable)
- Experience of applying data protection principles and GDPR requirements, ensuring compliance in management of employee data

Personal Qualities

- Ability to build and maintain strong working relationships across stakeholder groups
- High attention to detail to improve and develop HR processes and procedures
- Commitment to professional CPD with a solution focussed proactive problem-solving approach

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).