

People and Culture (HR) Manager

Job title:	People & Culture (HR) Manager
Working hours:	35-hours per week (to be worked flexibly)
Salary:	Grade D – Starting at £38,733.82 per annum
Reporting to:	Head of Organisational Development
Direct Reports	To be determined based on organisational structure and future business needs

Role Purpose:

To lead the Guild's People & Culture service, creating a positive, supportive and consistent experience for colleagues and managers throughout every stage of the employee lifecycle.

The role combines expert people advice with excellent operational delivery, helping managers lead with confidence, ensuring colleagues feel supported, and making it easier for everyone to do their best work. By continually improving our people practices, systems and services, the role will help build an inclusive, values-led organisation where people can thrive.

Working in partnership across the Guild, the role will translate organisational priorities into practical people solutions that strengthen our capability and supports the delivery of the Guild's strategic ambitions.

Key Accountabilities:

- Lead the operational delivery and continuous improvement of the Guild's People & Culture service, ensuring a consistent, accessible and high-quality experience across the employee lifecycle.
- Provide expert advice and coaching that enables managers to make confident, fair and legally compliant people decisions.
- Develop efficient people systems, policies and operational frameworks that strengthen governance, improve colleague experience and reduce organisational risk.
- Use workforce insight, employee feedback and organisational data to continuously improve People & Culture services and support evidence-based decision-making.

Key Responsibilities:

Delivery

- Lead the operational delivery of the Guild's People & Culture service, ensuring colleagues and managers receive a consistent, responsive and high-quality experience throughout the employee lifecycle.
- Develop and deliver the operational People & Culture plan, translating strategic priorities into measurable service improvements and organisational outcomes.
- Ensure People & Culture services are delivered against agreed service standards, monitoring quality, responsiveness and colleague satisfaction whilst identifying opportunities for continuous improvement.

Role Profile: Campus Engagement Manager



- Support the Head of Organisational Development in managing the People & Culture budget, monitoring operational expenditure and ensuring effective use of resources.

Leadership and Management

- Lead employee relations casework, providing expert advice and coaching to managers across attendance, wellbeing, capability, conduct, performance and organisational change, escalating the most complex or high-risk matters where appropriate.
- Develop manager capability through coaching, practical guidance, toolkits and support, enabling managers to confidently manage people matters and create positive, inclusive working environments.
- Act as the Guild's operational People & Culture expert, providing professional advice and influencing consistent, values-led people practice across the organisation.
- Contribute to wider organisational development priorities alongside the Head of Organisational Development and Learning & Development Manager.

Development

- Lead the continuous improvement of People & Culture services, identifying opportunities to simplify processes, strengthen systems, improve policies and enhance the colleague experience.
- Develop and improve People systems, digital processes and self-service resources that increase efficiency, accessibility and consistency.
- Support the ongoing development of operational approaches to recruitment, performance management, wellbeing, reward and employee experience.
- Ensure recruitment, onboarding and people processes reflect the Guild's values and provide a positive, inclusive experience from attraction through to leaving.

Stakeholders

- Build trusted relationships with managers, senior leaders and colleagues, providing professional advice and practical support across the full range of People matters.
- Develop positive and constructive relationships with recognised Trade Unions and employee representative groups, supporting meaningful consultation and partnership working.
- Work collaboratively with the Learning & Development Manager, DRIVE, Finance and Digital colleagues to deliver joined-up organisational improvements.
- Develop effective relationships with external partners and providers, including Occupational Health, payroll, recruitment and employment law specialists, ensuring high-quality support for the Guild.

Compliance

- Ensure employment practices remain compliant with employment legislation, immigration requirements, safeguarding obligations and internal governance.
- Lead the development, review and implementation of People policies, procedures and operational guidance, ensuring they remain practical, legally compliant and values-led.
- Monitor organisational compliance and People-related operational risks, implementing appropriate controls and escalating significant risks where required.
- Analyse and interpret workforce data, employee feedback and organisational trends to identify opportunities, inform decision-making and evaluate the effectiveness of People & Culture services.

Other

- Actively engage in student-facing projects and activities of all kinds as required.

Role Profile: Campus Engagement Manager



- Be an enthusiastic advocate for student leadership and the organisation's values.
- Maintain own professional networks and promote the Guild on a local and national level.

	Criteria
KNOWLEDGE & EXPERIENCE	- Experience of leading operational People or HR services across the employee lifecycle. - Experience of leading employee relations casework and supporting managers across attendance, wellbeing, conduct, capability, performance and organisational change. - Experience of developing or improving HR policies, processes and operational frameworks. - Experience of leading recruitment activity and supporting workforce planning. - Experience of using HR information systems to improve service delivery, maintain accurate records and produce workforce reporting. - Experience of analysing workforce data and employee feedback to identify trends, support organisational decision-making and drive continuous improvement. - Experience of building collaborative relationships with managers, senior leaders, Trade Unions and external partners. - Good working knowledge of UK employment law and HR best practice. Desirable: CIPD Level 5 or 7 in People Management (or equivalent professional qualification). Desirable: Experience of working within a membership organisation, charity or higher education environment.
SKILLS & ABILITIES	- Strong employee relations and coaching skills, with the ability to provide pragmatic, balanced and solutions-focused advice. - Ability to interpret employment legislation and organisational policy into clear, practical guidance for managers. - Excellent relationship-building and influencing skills, with the ability to work effectively across all levels of the organisation. - Strong organisational and planning skills, balancing operational priorities with continuous improvement activity. - Ability to analyse workforce data and translate insight into meaningful recommendations. - Ability to lead operational improvements that enhance service quality, efficiency and the colleague experience.
VALUES & BEHAVIOURS	- Committed to delivering an excellent colleague experience through professional, responsive and inclusive People services. - Pragmatic, approachable and solutions-focused, building confidence through trusted advice and support. - Collaborative and enabling, working in partnership to achieve shared organisational outcomes. - Committed to fairness, integrity and evidence-based decision-making. - Champions the Guild's values and actively contributes to an inclusive, supportive and high-performing organisational culture.