

JOB DESCRIPTION AND PERSON SPECIFICATION: PEOPLE & CULTURE MANAGER



Job description

Role:	People & Culture Manger
Grade:	Grade C - £35,860 to £39,429
Full/Part time:	Full time
Contract term:	Permanent
Responsible for:	Customer Services Manager Union Administrator
Hours:	Standard hours are 37 hrs per week. These can be worked flexibly, and we are happy to discuss part-time hours or alternative working patterns
Location:	The Union, Manchester
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK
Benefits:	We offer staff many benefits, including: <ul style="list-style-type: none">+ 26 days annual leave plus at least six discretionary days (four at Christmas and two at Easter) and bank holidays+ Employer pension contribution matched up to 6%+ We support a hybrid working in line with business needs+ Supportive, needs-based compassionate and other leave+ Supportive maternity, parental, adoption and partner's leave+ Cover the cost of your eye test and £100 towards new glasses+ An employee assistance programme to support your wellbeing+ Plenty of opportunities for learning and development+ Access to student discounts online and in the city

Purpose of the role

The People & Culture Manager leads the delivery of an effective, people-focused HR function that supports The Union's strategy and fosters a positive, inclusive working culture. The role oversees the full employee lifecycle, manages employee relations, maintains compliant and up-to-date HR policies, and ensures strong people data, reporting, and workforce planning.

Working closely with managers and senior leaders, the People & Culture Manager provides expert advice and guidance, drives engagement and wellbeing initiatives, supports organisational development, and leads key HR and operational projects that enable staff and student employees to perform at their best.

In addition, the role manages a newly established central operations function, bringing together customer services and central administration to deliver a seamless and efficient support service across The Union.

Principal duties

Role specific:

- + Provide expert advice and coaching to managers and senior leaders, supporting effective people management and consistent application of best practice.
- + Oversee the full employee lifecycle, including inclusive recruitment, onboarding, development, performance management and employee relations.
- + Maintain up to date HR policies and procedures ensuring compliance with UK employment law and sector standards.
- + Drive culture, wellbeing and engagement initiatives that promote an inclusive, values driven workplace where staff and students can thrive.
- + Lead organisational development and learning including the identification of training needs, coordinating development pathways and improving the integration into appraisal systems.
- + Contribute to strategic planning by advising senior leaders on people related risks, opportunities and organisational improvements.
- + Oversee and support people projects and change initiatives such as workforce development, culture programmes and improvements to people processes and systems.
- + Lead data-driven decision making and continuous improvement, using people and operational insights to enhance services, systems and organisational effectiveness.
- + Support the process and compliance with employee relations cases including investigations, performance, grievances and disciplinarys, ensuring fair and timely outcomes.
- + Line manage the Customer Services Manager and Union Administrator, ensuring high-quality delivery of customer-facing services and administrative support.

Organisational stewardship and leadership:

- + To contribute to team planning days and delivery of team goals and objectives
- + To conduct risk assessments for area of work and have a good knowledge of risk mitigating activities for day to day activities

- + To perform role in line with The Union's financial regulations and to contribute to budgeting and forecasting for aspects of the departmental budget
- + To hold expert knowledge of policy and procedure as it relates to the role being delivered and is able to independently apply the framework for the majority of day-to-day matters

The duties described above are not an exhaustive list, but are intended as being illustrative of the level and type of work required. The Job Description may be subject to amendment from time to time after discussion with the post holder. This job description does not constitute part of the contract of employment.

Person specification

Criteria	Essential or desirable
Qualifications	
A CIPD qualification, or equivalent professional experience	Essential
Experience	
Demonstrable experience of working in HR management or in an HR advisory role.	Essential
Experience of managing the full employee lifecycle, from recruitment to exit.	Essential
Experience of implementing HR systems, processes or improvement projects.	Essential
Experience of embedding inclusive practices within the HR environment.	Essential
Experience supporting organisational development, staff learning, or culture initiatives.	Desirable
Experience of working in a membership led or volunteer organisation.	Desirable
Experience of staff management and/or supervision.	Desirable
Knowledge and skills	
Strong understanding of UK employment law and HR best practice.	Essential
Understanding of equality, diversity and inclusion principles and how to embed them in HR practice.	Essential
Able to build strong, trusted relationships at all levels.	Essential
Ability to handle sensitive information with discretion and confidentiality.	Essential
Strong organisational and time management skills, able to prioritise and manage conflicting deadlines.	Desirable
Ability to analyse HR data and produce insight to support planning and reporting.	Desirable
Personal attributes	
Values driven, with a commitment to inclusivity and staff wellbeing.	Essential

A collaborator who is able to work in a fast-paced environment and with a wide variety of staff, students and stakeholders. Essential

Practical problem solver with the ability to work independently to manage workload and ensure personal deadlines are met. Essential

Professional, empathetic, and confident when supporting staff and managers. Essential

Values and ethics

Understanding of and commitment to the principles of equity, inclusion and diversity, and [The Union's values](#). Essential
