



People Operations Manager

“In the past century Fauna & Flora has consistently saved species from extinction and protected habitats from destruction. Their solutions have always been practical, efficient and sustainable in local circumstances.”

Sir David Attenborough,
Fauna & Flora Vice-president

Fauna & Flora

Fauna & Flora saves species from extinction and habitats from destruction, while improving the livelihoods of local people. Our guiding principles are to work with and alongside local partnerships, act as a catalyst for change, make conservation relevant, and base decisions on sound science. Founded in 1903, Fauna & Flora is the world's longest established international conservation body; our conservation work, and impact, spans the globe.

People Department

We employ circa 670 people across 20 jurisdictions, with around 200 employees in the UK and 35 international and 435 national employees working across Africa, Asia-Pacific, Eurasia and the Americas & Caribbean. Our People Team in Cambridge is currently comprised of 12 roles, including our People Operations Manager and two People Administrators.

The Opportunity

This role is responsible for the development and delivery of our people processes, systems and administration, ensuring that they are fully fit for purpose. You will be joining a highly supportive and friendly People Team, committed to working together collaboratively to provide a high quality and responsive service to the organisation.

Your main focus will be our UK people operations. However, you will also engage with our country offices around the world, developing an understanding of their people operations and working with them towards maximising efficiency across the organisation.

The role is varied and includes optimising people processes, leading on the global roll-out of our HRIS (HiBob), including its Applicant Tracking System (ATS) and performance review module, ensuring a high-quality information and reporting service to internal stakeholders, overseeing UK and international payroll and benefits administration, and working on global people projects and initiatives.

You will have excellent people management skills and substantial experience developing, implementing and managing people systems, processes and administration relating to all stages of the employee life-cycle. You will be experienced in HRIS management and optimisation, mapping and streamlining processes, developing, running and analysing reports to aid decision-making and working with providers to solve technical issues. Experience in rolling out a global HRIS would be an advantage.

You will have a methodical and rigorous approach to work and a meticulous attention to detail. Excellent numeracy and data analysis skills are essential, as is knowledge of data protection legislation and relevant UK employment and immigration law.

You will enjoy collaborating and consulting with others to understand the needs of our stakeholders as we strive for continuous improvement and your excellent interpersonal and communication skills

will enable you to build positive, productive working relationships with colleagues at all levels across Fauna & Flora. Fluency in spoken and written English is essential.

If you meet these requirements and are looking for a new challenge, we'd love to hear from you. You will be joining an international, impactful and ground-breaking organisation, at the forefront of global conservation. In addition, Fauna & Flora offers a generous pension contribution, attractive annual leave allowance and life insurance.

Our offices are located in central Cambridge, just a few minutes' walk from glorious historic buildings and museums, the picturesque River Cam, the central market and shopping centre, and a host of cafés and restaurants.

Terms and Conditions

Start Date: 1 October 2024 or as soon possible thereafter

Duration of Contract: Permanent

Probation Period: Six months

Gross Salary: £38,410 per annum

Location: Fauna & Flora, Cambridge
Current policy offers partial remote working within the UK

Benefits: 25 working days' annual holiday entitlement plus Public/Bank Holidays and any normal working days that fall between 24 December to 1 January inclusive, during which time Fauna & Flora UK offices are closed

For employees on UK-based contracts, Fauna & Flora currently provides a pension contribution of 8% of salary after 3 months' continuous employment.

Group Life insurance, currently set at a benefit of 4 x basic salary

Hours of Work: This is a full-time position, working 37.5 hours per week, Monday to Friday inclusive.

Job Description

Job Title: People Operations Manager

Reports to: People Director

Line manages: People Administrator (x 2)

Key working relationships: People Team
Financial Accountant
Payroll & Expenses Officer
ICT Team
Information & Intranet Manager

Purpose:

- Design, implement and maintain effective streamlined operational people processes and systems, ensuring they are fit for purpose and accord with internal policies and procedures
- Ensure a high quality, timely and accurate HR information and reporting service to internal stakeholders, to aid analysis and decision-making
- Ensure the smooth running of payroll and benefits, including oversight of payroll instructions to Finance Team and review of payroll reports

Main Duties:

Management & Administration

- Provide direct line management to designated staff through objective setting, continuous performance management, annual appraisal, formal training provision and personal development planning in line with Fauna & Flora best practice
- Oversee and ensure efficient and timely administration and processes across the employee life cycle by the People Administrators, including:
 - Offer letters and contracts of employment
 - Changes to terms and conditions of employment
 - Starter and leaver processes
 - Performance review administration
- Ensure leave is administered and recorded in line with policy and oversee year-end and reporting processes
- Ensure sickness absence is administered, recorded and paid in line with policy, liaising with the People Adviser on long-term or complex absence
- Take the lead in advising on and administering parental leave, acting as first point of contact for employees and Line Managers
- Be responsible for HR data policies and procedures, updating in line with best practice and data protection legislation and oversee adherence
- Ensure data is correct and managed in accordance with data protection legislation and Fauna & Flora policies and procedures
- Ensure audit requests are responded to in a timely manner
- Lead on or input to HR guidance, documents and templates
- Evaluate administrative processes on an ongoing basis with a view to continuously improving efficiencies and ways of working

HR Information Systems

- Manage the global roll-out of our HRIS (HiBob), ensuring optimum new system set up, seamless data transfer and continuity of service, working with the People Officer, International and in-country HR focal points
- Manage the maintenance and development of the HRIS as a business and management tool to enable and support business decision making, including developing and running reports and analysing data, liaising with the People Team, in-country HR focal points and relevant staff to understand reporting needs
- Manage the global roll-out of the ATS, including configuration and integration with the HRIS, in collaboration with in-country HR focal points
- Lead the implementation and ongoing management of the performance review module
- Provide training and support to HR focal points and end-users to maximise system utilisation and effectiveness
- Manage upgrades and developments to existing systems and lead on identifying new systems to meet evolving business needs
- Ensure accurate data information flow between the HRIS and other internal systems, liaising with the ICT Team and other internal system managers
- Evaluate systems on an ongoing basis with a view to continuous improvement
- Ensure the integrity of system data by undertaking appropriate regular system checks
- Ensure system processes are clearly documented and users have adequate training in the use of systems
- Manage relationships with HRIS third party providers, acting as primary point of contact for contracts and agreements, system issues etc.

Employee payroll and benefits

- Ensure payroll-related documentation is processed on time for monthly payroll preparation (UK, international, adhoc countries) by the Finance Team and external payroll companies
- Support the set-up of external payrolls in other countries, liaising closely with the People Lead, International and the Finance Team
- Review payroll reports for accuracy, working in close consultation with the Financial Accountant
- Oversee and respond to payroll enquiries
- Oversee administration of UK pension scheme in line with auto-enrolment legislation
- Oversee the management and administration of UK employee benefits
- Monitor legislation and best practice in relation to UK employee benefit schemes and lead on the selection and review of benefit suppliers and providers
- Manage Fauna & Flora's UK Death in Service insurance policy including managing annual renewal with Fauna & Flora insurance broker

Recruitment and induction

- Ensure timely recruitment advertising with optimum use of advertising media against budget
- Manage relationships and agreements with recruitment agencies
- Ensure recruitment and selection data is managed in accordance with data protection legislation and Fauna & Flora policies and procedures
- Ensure pre-employment checks are conducted and recorded in line with legislation and Fauna & Flora policies and procedures
- Manage business sponsor licence, job sponsorship eligibility and SOC codes, Certificate of Sponsorship applications, and overall compliance with business sponsor obligations, maintaining

an up to date knowledge of relevant immigration regulations

- Ensure timely and efficient onboarding and induction of new starters

Other

- Support the wider People function by contributing to the design and implementation of specific policies and procedures and the delivery of specific projects
- Keep up to date with developments in employment law and best practice relating to areas of responsibility, knowledge sharing within the team to ensure continuous development and improvement of Fauna & Flora’s People function
- With agreement of your Line Manager, carry out any other reasonable duties which are consistent with the role

Person Specification

	Essential	Desirable
Skills, knowledge & experience	<ul style="list-style-type: none"> • Excellent numeracy and data analysis skills • Excellent verbal and written communication and interpersonal skills • Methodical and rigorous approach to work • Meticulous attention to detail • Fluency in written and spoken English • Substantial experience managing people operations at a similar level • Proven experience in people management • Substantial experience in HRIS management and development • Thorough understanding of payroll processes • Experience of optimising systems and processes • Good understanding of relevant UK employment and immigration law • Thorough understanding of data protection legislation • Experience of recruitment processes 	<ul style="list-style-type: none"> • Experience managing global roll-out of HRIS • Experience implementing ATS and/or online Performance Review system • Professional HR qualifications • Generalist HR experience
Behavioural qualities	<ul style="list-style-type: none"> • Demonstrates Fauna & Flora’s values • Committed to compliance • Responsive, with customer-service focus • Establishes trust to build positive, supportive and effective working relationships • Self-motivated • Excellent team player 	
Other	<ul style="list-style-type: none"> • Pre-existing right to work in the UK 	

	<ul style="list-style-type: none">• Commitment to and empathy with Fauna & Flora's mission and vision	
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Fauna & Flora Values

Values underpin who we are and how we act. Just as values shape who we are as individuals, they define us as an organisation, creating the culture of success for which Fauna & Flora is renowned. Our people exemplify our shared values, which are interconnected and interdependent:

- We act with integrity
- We are collaborative
- We are committed
- We are inclusive, supportive & respectful
- We get things done

How to Apply

Applications should consist of the following:

- Covering letter confirming your interest and explaining how your experience and skills refer to the role
- Full CV
- Contact details for two referees (who will not be approached without your permission).

Applications should be submitted electronically to tamas.timar@fauna-flora.org

Please mark your application '**People Operations Manager**' and indicate in your covering letter where you saw this position advertised.

The closing date for applications is **Sunday, 8 September 2024**. Interviews are likely to be held during the week commencing **16 September 2024**.

Regrettably, due to limited resources and the high number of applications we receive, we are only able to contact short-listed candidates. If you do not hear from us within four weeks of the closing date, please assume that you have not been successful on this occasion.

Applicants with Disabilities

Fauna & Flora encourages applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application, please contact Jade Bedwell, People Adviser, on Tel: +44 (0)1223 749044 or Email: jade.bedwell@fauna-flora.org

Fauna & Flora values diversity and is committed to equality of opportunity