



***Candidate Brochure  
HR Operations Manager***



**THE DEAN TRUST**  
Believe Achieve Succeed

**SALARY:**

NJC Pay Band 8 Scale Point 33-36  
£44,075 - £47,181 per annum (FTE)

**START DATE:**

ASAP

**WORKING PATTERN:**

36.25 hours per week  
Monday-Friday 8am-4pm

**CONTRACT:**

Permanent

**LOCATION:**

Ashton on Mersey School, Cecil  
Avenue, Sale, M33 5BP

**RESPONSIBLE FOR:**

HR Assistants & HR Administrator

**ACCOUNTABLE TO:**

HR Director

# HR Operations Manager

## Job Summary

The Dean Trust is seeking an experienced and proactive HR Operations Manager to play a key role in delivering a high-quality, efficient and compliant HR service across our growing family of schools.

Reporting to the HR Director, you will lead the Trust's HR operations function, ensuring excellent service delivery, effective HR systems and processes, robust compliance, and a positive employee experience.

This is an exciting opportunity for a skilled HR professional who thrives in a fast-paced environment and is passionate about continuous improvement and people-focused service delivery.

*We are an Equal Opportunities employer committed to ensuring inclusion, diversity and equality of opportunity. We welcome applications from a diverse range of candidates including those from underrepresented groups, and/or with protected characteristics.*

*The Dean Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All post holders are subject to pre-employment safeguarding checks, including an enhanced Disclosure and Barring Check.*



# *Main Purpose of the Role*

To support the provision of a comprehensive, effective and efficient HR service across The Dean Trust, ensuring that legal, confidentiality and data protection requirements are always met.

To act as a HR professional, providing a high level of HR support, advice and guidance to schools and colleagues across the Trust's.

Responsible for leading and continuously improving HR systems and operational processes to ensure organisational compliance with employment legislation, internal policies, and regulatory requirements.

## *Key Responsibilities*

### **HR Operations and Service Delivery**

- Lead the central transactional HR service, ensuring processes are efficient, legally compliant and delivered consistently across all Trust schools and hub areas
- Act as a first point of escalation for operational HR queries from HR Assistants/HR Administrators and school-based colleagues, ensuring issues are resolved in a timely and appropriate manner
- Monitor service delivery against agreed protocols and service level agreements (SLAs), taking prompt action where standards are not being met
- Manage effective onboarding and exit processes, ensuring these are implemented consistently across all schools
- Support the Chief People Officer with the development and implementation of HR policies and procedures, reviewing these regularly and contributing to the Trust-wide policy review process in line with agreed review dates
- Manage and quality-assure HR processes, policies and procedures to ensure regulatory compliance, operational efficiency and continuous improvement
- Identify potential HR risks arising from day-to-day casework and school-based activity, escalating these promptly and clearly to the Senior HR Business Partner/Chief People Officer with relevant context and recommended next steps
- Provide expert advice to the HR team and senior leaders on all matters relating to the Single Central Record (SCR)
- Manage the cyclical SCR audit process across the Trust, ensuring a robust, timely and consistently implemented system is in place across all schools
- Track and coordinate the completion of mandatory training across the Trust's workforce, ensuring completion rates are monitored and reported effectively

- Undertake HR Projects as required to support the implementation of the Trust People Strategy

### **Resourcing and Retention**

- Ensure a positive and professional candidate experience from initial advert through to interview and offer, creating a great first impression of the Trust
- Advise Headteachers, HR Assistants/Administrators and other stakeholders on all aspects of the recruitment and induction process, including policy compliance, job descriptions, person specifications, advertising and selection
- Manage end-to-end recruitment administration for all schools, including job advertising, candidate tracking, interview coordination and onboarding
- Review and develop job descriptions and undertake job evaluations as and when required ensuring consistency and fairness in grading across the Trust
- Monitor diversity and inclusion in recruitment, supporting the Chief People Officer/Senior HR Business Partner to attract a diverse and high-calibre range of applicants from a range of backgrounds
- Ensure all recruitment activity adheres to safer recruitment principles and the Trust's safeguarding obligations, including the coordination of pre-employment checks (DBS, right to work and references)
- Monitor compliance with safer recruitment requirements, DBS processes and Keeping Children Safe in Education (KCSIE) obligations across all Trust schools

### **HR Systems, Data and Reporting**

- Take responsibility for the accurate day-to-day use and maintenance of all HR related systems
- Act as System Administrator for all HR Systems to ensure they are consistently well managed and accurate
- Work with the Chief People Officer and Senior HR Business Partner to develop, produce and make effective use of HR metrics and workforce information, ensuring data is relevant and adds value to decision-making by senior leaders
- Analyse performance metrics, including absence, recruitment and retention, to identify trends and support timely and effective HR interventions
- Maximise the use of online HR systems wherever possible to improve efficiency and identify further opportunities for improvement
- Contribute to the development of the HR section of the Trust intranet, improving communication and making HR information more accessible to managers and staff
- Ensure all HR records, contracts and documentation are maintained to a high standard, in line with data protection requirements and the Trust's brand and style guidelines
- As required review, research and implement new HR systems and processes

### **Payroll**

- Act as the primary point of contact between the HR team and the Payroll and Pensions team, ensuring smooth information flow and the timely resolution of payroll-related matters

- Support HR Assistants with monthly payroll processing and provide guidance on payroll-related queries
- Ensure all payroll changes, including new starters, leavers, contractual amendments and absence notifications, are processed accurately and on time

### **Health and Wellbeing**

- Support the Chief People Officer and Senior HR Business Partner in implementing and maintaining a proactive and supportive approach to attendance management across the Trust, helping to reduce sickness absence levels through early intervention and consistent processes
- Ensure HR Assistants are equipped to support school-based leaders with health and wellbeing matters, escalating complex or sensitive cases appropriately
- Use absence data and trends to identify areas for targeted support, contributing to the Trust's ambition to create healthy, productive working environments in which all staff can thrive

### **Safeguarding**


- Maintain up-to-date knowledge of Keeping Children Safe in Education, Safer Recruitment requirements and other relevant DfE guidance, ensuring these are embedded consistently in day-to-day HR practice

### **People Management and Team Development**

- Lead, support and develop HR Assistants and HR Administrators within the Trust, ensuring the delivery of an efficient, effective and professional HR service
- Ensure workloads are well managed and that appropriate cover is maintained across all schools at all times
- Conduct regular one-to-one meetings, providing clear direction, constructive feedback and support for professional growth
- Actively support team members in accessing development opportunities through the Trust's Believe Learning Institute and wider learning pathways, nurturing their individual talents and career ambitions
- Build strong, collaborative working relationships with school-based teams, fostering a consistent and trusted HR service
- Act as a senior HR leader and professional role model across the Trust, demonstrating the Trust's values and behaviours in every interaction
- Manage performance issues effectively


### ***All employees have the responsibility to:***

- Ensure any documentation produced is to a high standard and is in line with the brand style
- Be aware and comply with all policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person
- Participate in training and other learning activities as required
- Participate in the school's People Development Process

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- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate
  - To represent the school/academy at events as appropriate
  - To support and promote the school/academy ethos
  - To undertake any other duties and responsibilities as required that are covered by the general scope of the post
  - To undertake any other reasonable duties at the request of the Executive Team and/or Headteacher

All post holders must comply with The Dean Trust professional standards. The job description will be reviewed as necessary and is subject to modification and amendment at any time after consultation with the post holder.

Whilst every effort has been made to explain the key responsibilities of this post, this job description is not intended to be exhaustive and every individual take undertaken may not be identified.



# Personal Specification

	Essential	Desirable
<b>Qualifications</b>		
A Level qualifications or equivalent level qualification	✓	
CIPD Level 5, or equivalent HR qualification	✓	
CIPD Level 7 or equivalent, or willingness to work towards this qualification		✓
<b>Experience</b>		
Substantial experience of working in a HR generalist role	✓	
Experience of supporting the work of other team members	✓	
Experience of overseeing HR operational delivery	✓	
Experience of working with HR Systems including system optimisation and development	✓	
Experience of working closely with payroll teams	✓	
Experience of working in HR within an educational environment		✓
Experience of working with Trade Union representatives		✓
Experience of line management		✓
<b>Knowledge</b>		

Specialist knowledge of HR theory and practice, including employment law, payroll, recruitment and retention	✓	
Significant expertise in employment law and HR policies/procedures	✓	
Working knowledge of HR databases and recruitment systems	✓	
Knowledge of the principals and practices of people management and how these contribute to organisation success	✓	
Sound knowledge of appropriate payroll strategies and processes	✓	
Specialist advance knowledge of disclosure and barring system, in particular within schools		✓
Working knowledge of Keeping Children Safe in Education		✓
<b>Skills and abilities</b>		
Full driving licence with access to a car for work purposes	✓	
Experience of building and sustaining credible working relationships with a wide range of stakeholders	✓	
Strong problem-solving skills with the ability to manage complex and high-risk operational issues	✓	
Skills for analysis of staff absence, recruitment needs, how best to meet these needs and implementation of HR policies	✓	
Have a customer focused and flexible approach to work demonstrating the ability to prioritise effectively and respond to changing demands	✓	
Excellent time management, organisational and administrative skills	✓	

Excellent communication skills, including high standards of written communication, grammar and spelling.	✓	
High level of IT literacy	✓	
Ability to influence and communicate both verbally and written	✓	
Thoroughness and excellent attention to detail and accuracy	✓	
Ability to work with tact, diplomacy and maintain confidentiality	✓	
Initiative and ability to work without direct supervision, taking entire responsibility for tasks, prioritising and scheduling own work load	✓	
Ability to work under pressure to prioritise workload and meet deadlines	✓	
Willingness to develop professionally, maintain up to date knowledge relevant to the role and attend courses as required	✓	
Proactive individual who shows initiative and takes pride in their role and the quality of their work	✓	
Self-motivated, enthusiastic, confident with a positive attitude	✓	
Ability to work in a way that promotes the safety and wellbeing of young people	✓	
Innovative approaches to developing HR systems and procedures	✓	

# How to apply

If you would like to apply for this role  
please apply through our online recruitment site which is available via:  
[careers.thedeantrust.co.uk](https://careers.thedeantrust.co.uk)

Application Closing Date: 9am Monday 29<sup>th</sup> June 2026

Interview Date: Thursday 2<sup>nd</sup> July 2026

Any queries, please contact a member of the HR Team on 0161 973 1179 or  
via email at [katiehurst@thedeantrust.co.uk](mailto:katiehurst@thedeantrust.co.uk)

