

FALMOUTH

UNIVERSITY

JOB DESCRIPTION

PEOPLE & CULTURE

Job title: People Operations Specialist

Grade: This post has been evaluated at Grade 5

Responsible to: Pay & Reward Manager

Responsible for: People Coordinator (Operations)

Date: February 2026

Job purpose:

This role plays a pivotal part in delivering a pragmatic, creative, and high-quality customer-focused operational service within People & Culture in line with our mission, vision and values for Falmouth University and our partner organisation, Falmouth Exeter Plus.

People Operations covers the employee and worker lifecycle and acts as the first point of contact for managers, employees, and workers via our service desk, People Hub. This role is key to this function, supervising a team that provides first-line professional advice and administrative support across employment, pay and reward processes.

The postholder will proactively manage workloads, prioritise tasks, and foster a positive experience for all stakeholders. With a passion for service and a proactive, people-focused mindset, they will champion continuous improvement, ensure compliance with policies and legislation, and deliver a responsive, efficient, and customer-oriented service.

Main duties and responsibilities

1. Oversee the administrative activities associated with the employee and worker lifecycle, including (but not limited to) worker onboarding, compliance checks (Right to Work, DBS, Health Surveillance), leavers, contractual changes and maintenance of leaver records.
2. Manage and support the team responsible for operational activities, ensuring the service is delivered in a timely, accurate and efficient manner. Provide day-to-day direction, monitor workloads, and carry out Performance and Development Reviews for directly managed staff. Provide coaching and mentoring to develop capability and foster a culture of customer service excellence.
3. Oversee the People Hub service desk, ensuring queries are responded to within agreed timescales and quality standards. Act as the first point of escalation for operational enquiries, resolving complex queries where necessary. Identify longer-term improvement measures to enhance customer service and embed best practice.
4. Provide guidance in line with employment legislation and organisational policies, liaising with colleagues as appropriate. Escalate specialist issues appropriately to ensure consistency and compliance.

5. Collaborate and work closely with People Specialists to ensure payroll-related processes and compliance activities are completed accurately and on time. Support the implementation of legislative or organisational updates.
6. Contribute collectively to the delivery of an effective and efficient service focused on continual improvement. This includes developing tools and resources for all stakeholders and embedding consistent processes across all operational activities. Provide advice and guidance on best practice.
7. Engage positively with all stakeholders (both internal and external), developing strong partnerships to ensure services meet the demands and needs of the wider team and organisation.
8. Lead and participate in projects to improve existing working practices and procedures, research best practice and collaborate with colleagues to implement changes.
9. Ensure compliance with GDPR requirements in all working practices, maintaining accurate and secure electronic and manual records.
10. Work in accordance with Service Level Agreements and departmental performance management systems, including KPIs, targets and deadlines. Use data and analytics to identify service trends and inform decision-making.
11. Provide cover for other members of the People & Culture team as appropriate, ensuring effective arrangements are in place to cover duties during normal working hours.

General duties and responsibilities

1. To perform to high professional standards.
2. To manage independently any errors or concerns at the earliest opportunity, or notify a senior member of staff as appropriate.
3. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
4. To be responsible for your own continuing self-development.
5. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
6. To work in accordance with the University's policies relating to equality and dignity and freedom of speech and academic freedom.
7. To participate in the University's Annual Performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Health & safety requirements

- In relation to health and safety, you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: People Operations Specialist

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Educated to GCSE level in Maths and English or equivalent level of practical experience.	CIPD, CIPP or relevant NVQ 5 level qualification.
Experience and knowledge	<p>Strong knowledge and understanding of current UK employment legislation and policies.</p> <p>Experience in a complex administrative environment, developing and operating HR systems and processes and associated regulations/best practice relating to the employment of staff to deliver a high quality service.</p> <p>Experience in a supervisory role involving the management and co-ordination of staff providing a variety of administrative services with diverse content and timescales.</p> <p>Experience of working in a customer-focused environment including the provision of advice and guidance.</p>	<p>Experience using iTrent and Business Objects.</p> <p>Experience in Higher Education or other Public Sector environment.</p> <p>Experience of using a service management system</p>
Skills and personal requirements	<p>Excellent communication and customer service delivery skills; able to work positively with colleagues at all levels to work effectively and proactively as a team.</p> <p>Excellent organisational and time management skills; with the ability to work independently, proactively and prioritise workload to meet deadlines and conflicting demands whilst retaining a high standard of accuracy and attention to detail.</p> <p>Strong IT skills and proficient in Microsoft Office applications.</p> <p>Ability to analyse and solve problems, using own initiative and guidance and capability to identify and suggest improvements to the service provided.</p>	

	Ability to handle sensitive and confidential issues and manage conflict effectively.	
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