



HISTORIC ROYAL PALACES

Job Profile – HR Operations Manager

Location:	Hampton Court Palace with occasional travel to other HRP locations as required.
Reports to:	Head of Human Resources
Responsible for:	HR Assistants
Budgetary Responsibility:	c.£60k p.a.
Purpose of this role:	<p>The HR Operations Manager will lead, manage, and develop a frontline operational HR team to ensure that all HR services are delivered efficiently and consistently. This role is pivotal in driving operational excellence across HR functions, focusing on streamlining processes, improving ways of working, and enhancing service delivery, particularly through systems and automation.</p> <p>The HR Operations Manager will work closely with our Senior HR Business Partners and collaboratively across the whole HR team to implement best practices, with particular focus on payroll administration; recruitment coordination; staff onboarding and offboarding; contract production and general HR enquiries.</p>
Date:	April 2026



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What you will be doing in your role:

Team Leadership and Development:

- Managing and supporting the HR Operations team, monitoring performance, providing regular feedback, coaching, and professional development opportunities.
- Fostering a culture of continuous improvement and collaboration within the team.
- Ensuring the team delivers high-quality administrative support to the HR department and the wider charity.

HR Process Improvement:

- Working with the Senior HR Business Partners and wider HR team to identify and implement process improvements, especially in payroll administration, recruitment, onboarding, and offboarding.
- Standardising and streamlining HR operations to ensure consistent, effective, and efficient service delivery across all HR functions.
- Simplifying complex tasks and developing best practices that can be followed across the HR Operations team.

Payroll Administration Support:

- Overseeing and supporting the HR Assistants in the accurate and timely input of payroll data on a monthly basis.
- Ensuring payroll processes are standardized, well-documented, and consistently applied across the team.
- Reviewing payroll actions to ensure appropriate levels of accuracy and consistency before submission for payment.
- Providing assurance to Senior HR Business Partners regarding outputs against agreed service levels.

Recruitment and Employee Support:

- Leading the coordination and execution of recruitment processes in collaboration with the HR Business Partnering/Advisory team, ensuring alignment with charity needs.
- Managing employee onboarding and offboarding processes, ensuring a seamless and positive experience for all new and departing staff.

HR Administration and Enquiries:

- Ensuring all general HR enquiries from the workforce are answered promptly and professionally and in line with agreed service levels. Helping to resolve issues or direct them to the appropriate HR contact or sub-team.



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- Providing advice and support on HR-related matters to ensure the charity's staff are informed, supported, and compliant with HR policies and procedures.
- Coordinating internal or external audit requests as appropriate (for example annual National Audit Office request)

HR Systems:

- Managing relationships with HR Information System providers (e.g. Oleo/iTrent).
- Developing the recruitment and onboarding system in collaboration with HR team members, the Systems and Data Analyst and external partners.
- Working with the L&D Manager to ensure that relevant systems are integrated.

General:

- Ensuring that all children / young people and vulnerable adults are safe and protected whilst onsite and being fully aware of Safeguarding reporting procedures should an incident of concern be witnessed.
- Undertaking any other reasonable tasks as requested by your manager

As well as your main areas of responsibility, the qualities and behaviours that are required from all our people for successful delivery of our strategy are summarised below in our framework called **'The Way We Work.'**

Getting it done...

We work at pace, because long-term achievement depends on daily progress

for people...

We aim to benefit everyone, because each person is as important as the next

with people...

We collaborate with each other and with partners, because we can't do it on our own

...and always doing it better

We experiment and learn, because that's what takes us forward

Other requirements

In addition to the above you are also required to have read and comply with the rules/standards contained in HRP's Code of Conduct, including Health and Safety requirements. The Code of Conduct can be found in your Staff Handbook.

Who we are looking for...



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Criteria	Essential	Desirable
Qualifications	CIPD Member or equivalent experience	Project Management qualification
Experience	<p>Demonstrable experience of leading HR operational/service delivery teams in a fast-paced, high-volume environment</p> <p>Experience of working with HRIS systems and their inputs and outputs</p> <p>Evidence of having designed and delivered process improvements and of implementing HR operational efficiencies</p> <p>Experience managing individuals or teams and of delivering against SLAs, KPIs, and other service metrics</p>	Familiarity with iTrent and Oleo information systems
Knowledge and other skills	<p>Strong understanding of HR policies, procedures, and employment legislation</p> <p>Excellent analytical and problem-solving skills</p> <p>Fully proficient in Microsoft Office Suite, especially Excel</p> <p>Strong stakeholder management and communication skills</p> <p>Proven ability to manage change and drive continuous improvement</p> <p>Working knowledge of data privacy and compliance regulations (e.g., GDPR)</p> <p>Highly organized with strong attention to detail</p> <p>Evidence of a curiosity to understand how processes work and an appetite to review and improve processes/ways of working</p> <p>Solution focused mindset with a commitment to service excellence</p>	



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	<p>Resilient and adaptable to change Strong leadership and team development abilities High level of integrity and confidentiality Excellent planning and organisational skills. Takes personal responsibility to get the job done. Supportive and collaborative team member.</p>	
Other Additional requirements	Commitment to ensuring that HRP makes a charitable impact.	
Level		
All Staff		
Leaders	x	
Senior Leaders		

All candidates will be recruited against the above criteria regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. We value a diverse workforce and celebrate our differences.