

## Assistant People Operations Manager

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Company: Probus Recruitment Ltd

Location: Harpurhey

Category: other-general

Position: Assistant People Operations Manager

Package: Up to £30k pa (DOE), 25 day annual leave (+ Bank Holidays), Pension, Private Health Insurance, Free on-site Parking, Meals included

Hours: 42.2 hrs pw (5/7 days pw)

Location: East Manchester

The Company:

My client is striving to be the one of the leading sports and entertainment venues across the globe with the ambition to provide a best-in-class experience to fans and visitors alike.

To allow them to achieve this they are wanting to recruit an Assistant People Operations Manager to join the People Operations team which encompasses HR, Employee Relations, Recruitment, Training & Development and Rostering.

The People Operations team not only focuses on traditional office administrative activities, but also work alongside the Retail, Beverage, Culinary and Hospitality teams within the venue.

The Assistant People Operations Manager will thrive in a fast paced environment, have the ability to collaborate effectively with diverse teams, drive continued success.

The ideal candidate will be:

- \* A highly organised individual, with the ability to consistently uphold high working standards and deliver quality output efficiently.
- \* An outstanding communicator, used to working within a diverse workforce, who is able to manage complex and sensitive-situations with thought, confidence and sincerity. This role requires someone who can meaningfully engage with all stakeholders, whether direct reports, peers, or fans, with the ability to speak coherently and articulate their thoughts and opinions to instil confidence and reassurance with every interaction.
- \* Analytical, with an exceptional eye for detail alongside a strong understanding of HR practises, adopting a passionate approach to fostering a positive workplace culture.
- \* Solution orientated, who can think creatively, and problem solve with confidence.
- \* Keen interest in the hospitality sector.

Day to Day Responsibilities:

Reporting to the People Operations Manager, the 'Assistant People Operations Manager' will have involvement in the HR processes such as:

- \* Recruitment & Onboarding: Managing job postings, screening resume, scheduling interviews, and facilitating the onboarding of new hires both Casual and Salaried.
- \* Employee Relations: Handling employee enquiries, addressing grievances, and fostering a positive work environment through various initiatives.

\* Training & Development: Assisting the Head of Training & Development to co-ordinate training sessions, workshops, and other learning opportunities to enhance our workers skills and performance.

\* Audits & Compliance: Ensuring compliance with employment law, company policies and industry regulations and updating policies as necessary. Analyse system data, conducting regular audits to identify and address any discrepancies or inconsistencies.

On operational event days the focus shifts to executing event day check in procedures and collaborating closely with Retail & Hospitality Operation leads, and working closely with the Safety & Security Teams to manage accreditation passes and compliance. This involves:

\* Preparing for event days: Communicating with the Retail and Hospitality Operation leads, assisting with rostering via the workforce management platform and ensuring staffing needs are met.

\* Event day check-in: Set up and break down of event day check in, overseeing the process for workers, ensuring smooth entry in the venue whilst upholding security protocols.

\* Accreditation Management: Working alongside the Safety & Security team to manage accreditation passes, verifying credentials and addressing any discrepancies or issues.

\* Compliance Monitoring: Ensuring that all workers adhere to safety regulations, venue policies and event protocols throughout the day.

\* Communication and Coordination: Maintaining open lines of communication with all relevant teams to address any emergent issues or changes in plans leading up to and during the event.

Skills & Qualifications:

\* CIPD level 5 or equivalent would be advantageous.

\* Experience working within HR or People Operations, preferably with an understanding of the hospitality industry.

\* IT literate, familiar with the Microsoft Office suite (Word, Excel & PowerPoint).

\* Comfortable operating cloud based software for event management & staff scheduling (i.e. Priava, HumanForce...)

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