

HEAD OF PEOPLE OPERATIONS

REQUIRED FOR AUGUST 2025

CANDIDATE PACK



James Allen's Girls' School

JAMES ALLEN'S GIRLS' SCHOOL

With its distinctive heritage as the oldest independent girls' school in London, James Allen's Girls' School, JAGS, provides a forward-thinking and contemporary education for over 1100 girls aged 4 to 18.

Located in the London borough of Southwark, JAGS has a diverse school community and is committed to inclusive recruitment and inclusion in the workplace. The school has entered an exciting new phase in its development and this post presents the opportunity to work in a community without barriers to full participation. JAGS recognises that celebrating the full diversity of staff and students has a positive impact on all and invites applications from candidates from a broad range of backgrounds.

Awarded the title of London Independent School of the Year 2024 by the Sunday Times, the school has entered an exciting new phase in its development. Your input will help to bring a bold educational vision to life for all students and colleagues as we work together to develop this already exceptional school in its next chapter.



James Allen's Girls' School 144 East Dulwich Grove London SE22 8TE



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MESSAGE FROM THE HEAD

I am delighted that you are interested in joining the JAGS community. As Head, it's absolutely my belief that all girls should be given the opportunity to grow and flourish in an environment where there is no limit to their ambitions.

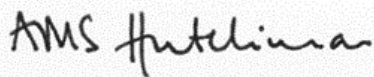
At JAGS you will find a happy, diverse and dynamic community, rooted in academic excellence and yet fully committed to the breadth of a holistic education both in and out of the classroom. Compassion and commitment are central to our ethos, in this environment that values individuality and inclusivity.

Our school aims, both in and out of the classroom, are clear:

- To celebrate our diverse and inclusive community
- To champion social awareness and sustainability
- To empower courage, creativity and compassion in each student
- To inspire aspirational and authentic lifelong learners and leaders
- To nurture respectful, resilient and kind individuals

It is an enormous privilege to lead this exceptional school, where all members of our school community share a passion for life and learning.

I hope that this matches your educational vision and look forward to welcoming you soon.



MRS ALEX HUTCHINSON, MA (OXON) PGCE



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WORKING AT JAGS

Working at JAGS is about more than just working. JAGS is a community and a family that nurtures a warm and supportive environment for both the students and staff who come to learn and work here. From your first day at JAGS you will have access to some of the best educational facilities in the country and will be encouraged to take part in the many shared activities here.

JAGS works hard to attract the best staff from both the independent and maintained sectors and the benefit package is both generous and competitive. Candidates are welcome to visit JAGS prior to application should they wish to gain a greater sense of the school community. Please contact the Recruitment team on recruitment@jags.org.uk if you would like to arrange this.



We offer:

- The opportunity to join our outstanding school where public examination results consistently place JAGS amongst the leading schools in the UK
- A community of considerate, creative and compassionate students and staff
- A highly diverse and inclusive school community, committed to our bursary provision
- An inspiring and enthusiastic team of colleagues across the teaching and support staff
- Excellent facilities, including the latest resources to support learning
- A diverse benefits package including:
 - Competitive salary
 - Pension scheme with 10% employer contributions
 - Free onsite parking
 - Free gym membership with discounted family rates
 - Employee Assistance Programme
 - Free lunches
 - Free access to the Dulwich Picture Gallery
 - School fee discount
 - Cycle to work scheme
 - Interest-free computer loans
 - Interest-free transport season ticket loans



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THE ROLE

JOB TITLE:	Head of People Operations
TERMS & CONDITIONS:	Full Time (all year round), 35 hours per week Monday to Friday, 8am to 4pm with 1-hour unpaid break each day - some flexibility may be available
SALARY:	£55,000 - £65,000pa depending on skills and experience
RESPONSIBLE TO:	Director of People
RESPONSIBLE FOR:	HR Officer (Generalist), HR Officer (Recruitment), HR Assistant

Overview

The holder of this newly created post will be responsible for overseeing a team of three and ensuring the smooth running of HR operations. They will play a key role in supporting staff throughout their employment journey—from recruitment and onboarding to development and day-to-day HR support.

The successful candidate will be a strong HR generalist with significant experience of employee relations casework and of supporting the development of HR team members. They will bring experience of working in an education environment, a supportive and approachable manner, and a customer-focused mindset.

Main responsibilities

Employee Relations and HR Policy

- Provide employee relations support and guidance to managers at all levels, ensuring that actions are in line with policy and legislation and have been appropriately risk assessed.
- Oversee, guide and develop the HR Officer in their provision of first-line support for managers in disciplinary, capability, grievance, absence and other HR case work.
- Review absence reports and work with the HR Team to support line managers to proactively manage absence, taking appropriate action to avoid prolonged or unauthorised absence.
- Ensure that the School operates in line with employment legislation and update policies and procedures in line with legislation, national agreements, external best practice and governors' decisions.



HR Administration

- Undertake the role of HRIS superuser, including updating the system parameters, overseeing user accounts, reviewing entries made by other users, resolving and reporting user queries and developing new reports as required.
- Support and advise in the review and streamlining of HR administration processes, creating templates and automating processes where possible, and ensuring that managers and employees are trained and supported.
- Oversee all aspects of HR administration including: leaver administration, contract changes, right to work checks and general enquiries.
- Oversee the provision of timely and accurate advice and correspondence regarding all leave types, including maternity, paternity, shared parental leave, jury service, emergency leave and compassionate leave.

Recruitment

- Oversee the HR Officer (Recruitment) in the delivery of timely and compliant recruitment and selection activities, meeting all the safeguarding and data protection requirements of the school.
- Provide guidance to stakeholders regarding development of job descriptions and selection criteria, and if appropriate, advise or support them with the selection process.
- Ensure all recruitment is carried out in line with safer recruitment protocols and with the welfare and safeguarding of children and young people at the centre.
- Oversee the HR Officer (Recruitment) in onboarding processes, ensuring compliance with appropriate regulations, legislation and internal policies.
- Ensure the Single Central Register of appointment is accurately and meticulously maintained in line with the requirements of safer recruitment and the Independent Schools Standards Regulations.

Induction, training and development and performance reviews

- Oversee the recording and reporting of training and other professional development for staff.
- Support and advise line managers to have effective performance management conversations and appraisal reviews.
- Oversee the probation process, including providing advice and support to managers on complex cases.

Team management

- Line manage the HR team, ensuring that they provide a proactive, integrated HR service to the school, meet high professional standards and have opportunities to develop their skills and professional effectiveness.

Payroll

- Work collaboratively with the Finance team to ensure an efficient payroll process is in place.
- Oversee the timely and accurate provision of payroll information by the HR Department to Finance



Strategy

- Provide information and feedback to the Director of People for integration into and to support the development of the People Strategy.
- Support the Director of People to implement relevant aspects of the People Strategy.

Equity, Diversity and Inclusion

- Ensure that the principles of equity, diversity and inclusion are embedded and brought to life in all areas of responsibility.
- Promote a positive and inclusive staff culture through consistent HR practices and by being a visible, approachable point of contact.

General

- Liaise and communicate in a timely and effective manner with relevant stakeholders about matters within the remit of the role.
- Undertake any other reasonable tasks which are commensurate with the role.



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PERSON SPECIFICATION

Operational Excellence

- CIPD Level 5 qualification or equivalent experience of generalist HR work
- Previous experience of working within an education environment
- Significant experience of employee relations casework, with the skills and confidence to provide appropriate advice across a wide range of issues
- Strong understanding of UK employment law
- Strong understanding of Safer Recruitment in education requirements
- Experience of supervising and developing the skills of team members
- Experience of using HR information systems
- Excellent problem-solving skills, balancing customer service with the need for consistency of practice
- Ability to support and challenge decision-making constructively and with professional integrity
- Articulate in all forms of communication; fluent and accurate written and spoken English
- Strong numeracy skills
- Excellent digital literacy, including MS 365 software such as Teams, Excel and Sharepoint
- Previous experience of being an HR information system administrator would be highly desirable
- Knowledge of payroll administration and/or previous experience of working in collaboration with Payroll staff to deliver accurate payments would be highly desirable
- Experience of implementing changes to systems and processes would be highly desirable

Leadership

- The ability to lead and manage a team to work towards a common goal
- The ability to communicate enthusiasm and vision to the staff and pupils
- An individual who strives for the highest standards at all times
- A measured and confident decision maker who is calm and positive whilst under pressure
- The ability to blend firmness, patience and empathy when dealing with difficult situations
- Ability to identify problems and bring positive solutions

Personal Behaviours

- Kindness and open-mindedness
- Intellectual curiosity, enthusiasm and a personal ethos of lifelong learning
- Resilience and optimism; someone who is willing to go the extra mile in the busy life of the school
- Team-working abilities and a keenness to enable all colleagues to contribute ideas and be part of positive change

Ethos and Whole School Values

- An individual with a genuine commitment to the wellbeing of the staff and students in their care
- Committed to operating as part of the School community
- Committed to equality, diversity, inclusion and anti-racism in the School community



- Committed to sustainability within the School community

Safeguarding and Pastoral

- Committed to safeguarding and promoting the welfare of children and young people
- A satisfactory Enhanced Disclosure from the Disclosure and Barring Service



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HOW TO APPLY

We welcome applications from all parts of the community and know that our school is strengthened when staff and pupils feel a true sense of belonging. To enable us to make any reasonable adjustments, please let us know when you submit your application whether you have any special requirements.

The Head of HR, Gabby Collier gabby.collier@jags.org.uk will be happy to answer any questions.

Please visit our website www.jags.org.uk/day-to-day/vacancies/ to download an Application Form.

Please note that CVs and letters sent without a completed application form will not be accepted.

For further information please contact recruitment@jags.org.uk or call the recruitment team on 020 8693 1181.

Closing Date : Midday on Monday 12 May 2025

Interview Date : Week commencing 19 May 2025

Interviews may be held at any stage after applications are received. Interested candidates are advised to apply as soon as possible. We reserve the right to close this vacancy earlier than the specified deadline, if a suitable candidate is found.

JAGS is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers, the Disclosure and Barring Service, and overseas police and regulatory authorities where relevant.

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Ages 4-18

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www.jags.org.uk